



# City of Hartford

## Second Quarter Report Fiscal Year 2009-2010

As of December 31, 2009

Submitted by:  
Mayor Eddie A. Perez

**City of Hartford  
Second Quarter Report  
Fiscal Year 2009-2010**

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EDDIE A. PEREZ

MAYOR

February 22, 2010

Honorable Pedro E. Segarra, Council President and  
Members of the Court of Common Council  
City of Hartford  
550 Main Street  
Hartford, CT 06103

Dear Council President Segarra:

Transmitted herewith is the Second Quarter Financial Report for Fiscal Year 2009-2010 (FY 09-10), which includes a Second Quarter Financial Report, the Grants Administration Report, which includes the American Recovery and Reinvestment Act of 2009 status update, the Department Performance Results Report, the Quality of Life Report, Internal Audit Report and the Non-Financial Resolutions Report.

As of December 31<sup>st</sup>, revenues for this fiscal year appeared to be increasing very moderately from the adopted level of \$535,768,191 to \$537,368,191, an increase of \$1,600,000 or 0.3%. Expenditures for this fiscal year are projected to increase the same amount. This increase is projected after taking into account the expenditure reduction management strategies outlined on the next page. As previously identified to Council, if both the revenues and expenditures continue to track at these rates, it will be necessary to adopt a supplemental budget amendment, currently approximated to be \$1.6 million (down from the \$2.2 million identified in the first quarter report), utilizing the anticipated additional \$1,600,000 of new revenue. However since the start of the fiscal year we have implemented management strategies to ensure a balanced year-end budget.

Potential risks have been identified as of the second quarter financial report and will continue to be identified during the balance of the fiscal year. The principal risks include potential state rescissions, reduced tax receipts and revenues from certain fees such as those for building permits. Nevertheless, we are anticipating the need for a supplemental appropriation during the fiscal year to bring the expenditures inline with actual expenses.

The following chart highlights the adopted budget, July through December actuals and the year-end forecast results for both revenue and expenditures. Please note that some non-personnel expenses were paid in full for the year during the first half of the fiscal year.

General Fund

	Adopted Budget FY 09-10	Q2				*Year-end Forecast FY 09-10	Adopted Budget compared to Year-end Forecast FY 09-11		
		July through December		Actuals FY 09-10	44.7%				
		Revenue	\$ 535.8		\$ 239.4	\$ 537.4	\$ 1.6	0.3%	
Expenditures	\$ 535.8	\$ 272.2	50.8%	\$ 537.4	\$ 537.4	\$ 1.6	\$ 1.6	0.3%	0.3%

\*Subject to external auditor review.

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The following chart summarizes the management strategies for the balance of FY 09-10. They will be explained in detail in the Revenue and Expenditure sections that follow. Although to date, a balanced budget is being projected for FY 2009-2010 year-end, it is predicated on offsetting Council approved expense reductions from the Mayor's budget totaling \$4,450,000 in its FY 2009-2010 Adopted Budget.

## **Second Quarter Report\* – Fiscal Year 2009-2010 Management Strategies for Maintaining a Balanced Budget**

<b>City Council Reductions</b>	<b>Total</b>
City-wide Salary and Fringe	\$3,200,000
Electricity	\$1,250,000
Electricity – cost avoidance realized as of Q2	<u>(\$ 650,000)</u>
<b>Net - Total</b>	<b>\$3,800,000</b>
	<b>\$3,800,000</b>
<b>Projected Offsetting Revenue Increases</b>	
Shepherd Park	\$1,500,000 Q3-Q4
Property Sales	\$700,000 Q3-Q4
Taxes	<u>(\$ 600,000)</u> Q3-Q4
<b>Total</b>	<b>\$1,600,000</b> <b>(\$1,600,000)</b>
<b>Projected Offsetting Expenditure Decreases</b>	
Union Concessions/ Retirement Incentive - Net	(\$1,161,000) Q1
Debt Service Refinancing	(\$125,000) Q1
Property and Casualty Insurance Net - Rebid Initiative	(\$393,000) Q2-Q4
Employee Benefits - retiree medical option deferral program.	(\$100,000) Q3-Q4
City-Wide Vacancies	(\$200,000) Q1-Q4
City-Wide Non-personnel Reduction Strategy – Net	<u>(\$221,000)</u> Q1-Q4
	<b>(\$2,200,000)</b> <b>(\$2,200,000)</b>
<b>Total</b>	<b>Grand Total</b> <b>\$0</b>

\*Subject to external auditor review.

## REVENUE PROJECTIONS

This section explains the adjustments by revenue category

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As of the end of the second quarter of the FY 2009-2010 budget period, \$239.4 million of revenue has been recorded, or 44.7% of the adopted budget of \$535.8 million.

### **Management's General Revenue Enhancement Strategy for FY 2009-10**

In keeping with the 1<sup>st</sup> Quarter financial report, additional revenue sources continue to be evaluated to improve the revenue budget performance. Potential major revenue enhancement strategies being pursued include the following revenue sources:

- Property leasing opportunities, including a lease extension on property known as Shepherd Park has been approved by Council and could result in \$1.5 million of additional unbudgeted revenue;
- Accelerating the sale of properties needed by the Metropolitan District Commission (MDC) for its current sewer and water system upgrades is expected to generate revenue in excess of the budgeted amount.

Although the above positive estimates are considered in our projection for the fiscal year, given the condition of the U.S. economy, with its local impact, the major concern we face for the remainder of the fiscal year is a shortfall in tax receipts and revenue from certain fees that could negatively impact the final year-end numbers.

Other strategies are explained in the following management strategies.

#### **General Fund - City wide:**

##### **Taxes:**

Revenues from current and prior year tax levies were consistent with the adopted budget; although, there are preliminary signs of a downturn in the collection rate for which we estimated a \$600 thousand reduction to this account. This estimate factors in a decrease in revenue for this category as of the second quarter financial report that is tied directly to the economy. Of the \$263 million of budgeted revenue in this category, \$132.8 million, or 50.5%, has been realized through December 31, 2009. Several factors, including the on-going recessionary economy, could further impact the collection rate and increase the need to modify the amount of projected year-end real estate tax lien sales. The sale of real estate tax liens impacts future budgeted revenue from prior year tax collections and interest; and accordingly, every effort will be made to limit the amount of year-end lien sales.

##### **Management Strategy**

The continuation of aggressive collection policies, coupled with individually tailored tax payment agreements to assist distressed taxpayers in meeting their tax obligations, will continue during the fiscal year. Monitoring the tax revenue accounts is imperative in the management of the City's financial position. As of the end of the second quarter, the \$8.5 million projected revenue from the sale of real estate liens is expected to occur in the fourth quarter; if however, other City revenues over perform or under perform budgeted amounts, real estate tax lien sales will be reduced or increased, as appropriate.

#### **Licenses and Permits:**

The current downturn in construction activity, resulting from the general economy, continues to be a concern for the realization of revenue from permits such as building, electrical and plumbing. While we look forward to the spring construction season and remain optimistic, we expect that our projections will under perform the budget estimates for FY 2009-2010.

##### **Management Strategy**

To offset the potential loss of revenue in this category, collection efforts continue to be a priority of the Finance Department.

**Fines, Forfeits and Penalties:**

These revenues are tracking in-line with the adopted budget.

**Revenue from the Use of Money and Property:**

As previously noted, an increase of \$1.5 million is projected to be realized in this category as a result of the re-negotiation of the Shepherd Park lease. The forecast for income from investments is projected to continue to under perform based on the lagging economy. The poor return on invested monies was anticipated in the adopted revenue budget.

**Management Strategy**

Although this budget category is projected to realize an overall favorable variance, the Finance Department has reviewed all City leases to identify potential revenue and is developing control procedures to ensure the collection of all lease revenue. The Finance Department is also in the process of reviewing all City-owned vacant buildings for potential leasing opportunities.

**Intergovernmental Revenues:**

Fortunately the threatened rescissions to FY 09-10 municipal aid have not materialized. We continue to closely monitor developments at the State Capitol.

**Charges for Services:**

As noted in the Q1 report, a potential shortfall is possible in this category if the Conveyance Tax continues to underperform as a result of the current economic condition in the real estate transaction market. The Finance Department projects that 3<sup>rd</sup> and 4<sup>th</sup> quarter real property transactions will compensate for the current performance of Conveyance Tax revenue.

**Reimbursements:**

These revenues are tracking in-line with the adopted budget.

**Other Revenues:**

No change from the Q1 report: an overall increase of \$700,000 is projected in this category based on the following:

**Other Financing Sources:**

Due to the issuance of notes to fund capital project activity, additional revenue is anticipated to be available from investment earnings within the City's two broad capital improvement funds. This additional revenue may amount to \$100,000 if interest rates remain stable or increase slightly during the remaining six months of the fiscal year. Unfortunately, this gain may be offset by a decrease in parking revenues anticipated by the Hartford Parking Authority.

**Miscellaneous:**

As mentioned above, an increase of \$700,000 is projected in this category as a result of management's strategy to aggressively sell properties needed by the Metropolitan District Commission (MDC) for its sewer and water system upgrades. The potential sales are in addition to sales contemplated in the Mayor's original budget estimates.

In summary, the Finance Department is monitoring revenues closely and is aggressively pursuing opportunities to improve collections and identify new revenue sources.

## EXPENDITURE PROJECTIONS

This section explains the expenditure adjustments by Entity.

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### **Municipal:**

Through the end of the Second Quarter of Fiscal Year 2009-2010, the municipal operating departments expended \$272.2 million which equates to 50.8% of the adopted budget of \$535.8 million.

Through our previously illustrated current and planned expenditure savings initiatives we are making progress to ensure that expenditures do not exceed the anticipated newly generated revenue. This effort will require absorbing the net of \$3.8 million of City Council reductions. Nevertheless, \$1.6 million in anticipated new revenue may be required to balance the budget by year-end.

We will continue to require that Department Heads manage their department budgets effectively and to proactively identify and implement cost saving measures, especially through the use of technology, to ensure that Hartford's government will continue to be operationally sound and financially healthy.

As stated in the Q1 report, controlling the growth of the key expenditure drivers without diminishing critical levels of service is still an organization-wide day-to-day challenge that will require the full support and commitment of the Administration, Court of Common Council, City Treasurer and Bargaining Units.

The expenditure management plan realized in Q1, Q2 and forecast for balance of the fiscal year encompasses the following:

- The net of the Union Concessions and Q1 Retirement Incentive Program (RIP) yielded a savings of approximately \$1.2 million.
- By continuing to maintain a restricted hiring policy for non-public safety positions we are optimistic that additional personnel salary savings will be realized by year-end.
- During Q1 we issued \$12.8 million of General Obligation Refunding Bonds to refund the currently outstanding November 1998 bonds. As a result of the refunding, the City will realize a cash flow savings of \$156,000 this fiscal year.
- We will continue to review operations and supporting non-personnel accounts and identify ways of providing optimal service to the Hartford community at a lower cost.
- We are anticipating savings of \$100,000 from the recently implemented retiree medical option deferral program.
- We will continue to pursue third party grant opportunities to offset the General Fund's burden. As of Q2 the Municipality has been awarded over \$11 million from various state and federal agencies. The details of the awards are highlighted in the Grants Administration section of the report.
- MUNIS continues to support staff in effectively managing City resources, business functions and financial management operations.

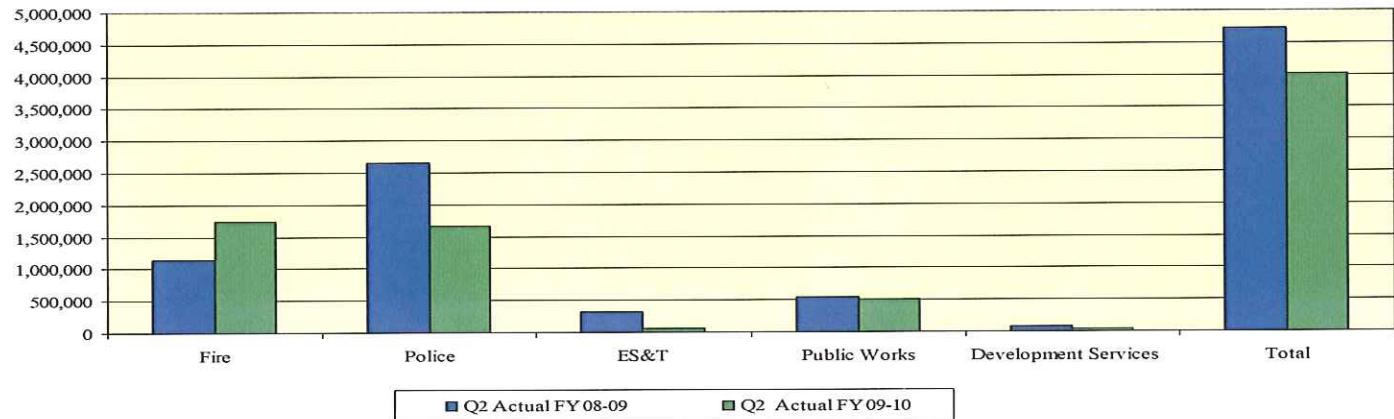
## Operating Department's Personnel Expenses:

### Regular Salaries:

Regular salaries are tracking inline with the adopted budget.

### Overtime Expenditures:

The chart below highlights the overtime expenditures as of the second quarter. We are anticipating the Fire department will be reimbursed by FEMA for overtime expenses related to the HAZMAT certification process throughout the fiscal year. This grant will enable the Fire department's overtime expense to align with the adopted budget by year-end. For the balance of the fiscal year the Police department will utilize a federal JAG grant to offset general fund overtime expenses.



### Board of Education:

- The direct appropriation to the Hartford System of Public Schools (HSPS) remained on-line with the adopted budget
- The projected savings of \$236,623 in fringe benefits are primarily due to savings in the employee medical accounts and reduced employer MERF obligations. While still a projected savings, the \$236,623 is a substantial decrease of \$2,463,377 from the projected \$2,708,307 million in savings HSPS reported in Q1. HSPS reports that medical claims were significantly higher through December 31, 2009 than previously estimated. (See Attachment A).

### Hartford Public Library:

- The direct appropriation to the Hartford Public Library remained on-line with the adopted budget.
- The fringe benefits costs increased by \$159,941 due to increased medical claims. Although this increase reflects more claims than originally estimated, it is \$96,059 lower than the year-end projection of \$256,000 reported in Q1. It is attributed a smaller than previously estimated increase in the volume of claims being processed through December 31, 2009. (See Attachment B).

### Conclusion:

We continue our on-going commitment to manage Hartford's government effectively, focusing attention on economic and social indicators that affect the City's financial condition. We realize that there are still financial challenges for the balance of the fiscal year that we must address and overcome. All efforts are being made to implement our management strategies for both revenue and expenditures to have a balanced year-end budget for FY 09-10.

We must continue to move forward in a collaborative effort as we navigate through these challenging financial times. Positioning the City for long-term fiscal sustainability that delivers high quality, effective services will require that all parties, the Administration, Court of Common Council, City Treasurer and Bargaining Units, work as partners to identify innovative revenue generating strategies as well as opportunities to reduce expenditures throughout the entire organization.

Please direct any questions you may have regarding this report to me or the Chief Operating Officer.

Respectfully submitted,

Eddie A. Perez  
Mayor

Attachment A

**Hartford Board of Education - Fringe Benefits Analysis**  
**Fiscal Year 2009 - 2010**

31-Dec-09					
Summary					
	FY 08-09 <u>Actuals</u>	FY 09-10 <u>Preliminary Budget</u>	FY 09-10	FY 09-10 <u>Year-End Forecast</u>	FY 09-10 Adopted Budget to Year-end Forecast
			Actuals As of 12/31/09		
Total Revenue - Surplus(Deficit)	73,210,755	79,988,920	37,580,450	79,146,465	(842,455)
Total Expense - Surplus(Deficit)	73,210,755	79,988,920	34,694,774	78,909,842	1,079,078
<b>Total Surplus(Deficit)</b>	<b>-</b>	<b>-</b>	<b>2,885,676</b>	<b>236,623</b>	<b>236,623</b>
Revenue					
<b>Category</b>	FY 08-09 <u>Actuals</u>	FY 09-10 <u>Preliminary Budget</u>	FY 09-10	FY 09-10 <u>Year-End Forecast</u>	FY 09-10 Adopted Budget to Year-end Forecast
			Actuals As of 12/31/09		
<b>Contributions and Reimbursements</b>					
Employee/Retiree	11,269,075	12,699,120	5,393,806	11,720,597	(978,523)
State	1,659,649	1,542,290	821,563	1,643,126	100,836
Special Funds	12,379,836	13,872,744	5,427,698	13,907,976	35,232
<b>Total Contributions and Reimbursements</b>	<b>25,308,560</b>	<b>28,114,154</b>	<b>11,643,067</b>	<b>27,271,699</b>	<b>(842,455)</b>
<b>Contribution from General Fund</b>	<b>47,902,195</b>	<b>51,874,766</b>	<b>25,937,383</b>	<b>51,874,766</b>	<b>-</b>
<b>Total Revenue</b>	<b>73,210,755</b>	<b>79,988,920</b>	<b>37,580,450</b>	<b>79,146,465</b>	<b>(842,455)</b>
Expenses					
Employee Insurance	54,862,378	59,368,198	26,684,121	58,370,962	997,236
Pension Costs	5,692,468	6,105,775	1,745,235	6,023,933	81,842
Worker's Compensation	1,571,095	1,780,310	884,535	1,780,310	-
Social Security - Employer Share	6,255,830	5,970,971	2,410,383	5,970,971	-
Unemployment Compensation	2,100,000	3,355,000	1,270,395	3,355,000	-
Property and Liability Insurance	2,728,984	3,408,666	1,700,105	3,408,666	-
<b>Total BOE Expenses</b>	<b>73,210,755</b>	<b>79,988,920</b>	<b>34,694,774</b>	<b>78,909,842</b>	<b>1,079,078</b>
<b>Year End Balance - Surplus (Deficit)</b>	<b>-</b>	<b>-</b>	<b>2,885,676</b>	<b>236,623</b>	<b>236,623</b>

**Library - Fringe Benefits Analysis**  
**Fiscal Year 2009-2010**

**Attachment B**

**Executive Summary**

	FY 08-09 06/30/09 Actuals	FY 09-10 Adopted Budget	FY 09-10 As of 12/31/2009	FY 09-10 Year-End Forecast	FY 09-10 Adopted Budget to Q2 Forecast Variance
Total Revenue	2,572,875	2,456,689	642,045	2,457,153	464
Total Expense	2,462,313	2,346,128	1,193,888	2,506,532	(160,404)
Net Variance	<u>110,562</u>	<u>110,561</u>	<u>(551,843)</u>	<u>(49,379)</u>	<u>(159,941)</u>

**Revenue**

<u>Fund</u>	<u>Org</u>	<u>Account</u>	<u>Benefit Category</u>	FY 08-09 Actuals As of 06/30/09	FY 09-10 Adopted Budget	FY 09-10 As of 12/31/2009	FY 09-10 Year-End Forecast	FY 09-10 Adopted Budget to Year-End Forecast
				Active and Retired Employee/Contributions				
<u>Active and Retired Employee/Contributions</u>								
				Employee/Retiree Contributions				
7001	70181503	463003	Active	110,561	110,561	55,513	111,025	464
<u>Other Reimbursements</u>								
1003	7999999	4781308	Miscellaneous Grants	0	0	0	0	0
1003	7999999		State Revenue Grant	0	0	0	0	0
<u>Total Active and Retired Employee/Contributions</u>				<u>110,561</u>	<u>110,561</u>	<u>55,513</u>	<u>111,025</u>	<u>464</u>
1001	711A001	Various	General Fund	2,462,314	2,346,128	586,532	2,346,128	0
<u>Total Revenue</u>				<u>2,572,875</u>	<u>2,456,689</u>	<u>642,045</u>	<u>2,457,153</u>	<u>464</u>

**Expenses**

			<i>Employee Insurance</i>					
7001	815C002	5708401	BCBS Claims	1,079,155	736,305	625,400	1,250,800	(514,495)
2012	21272190	521004	BCBS Administrative Fees	51,700	56,870	0	56,870	56,870
2012	21272190	521016	Employee Medical Insurance	160,656	229,955	49,384	160,656	69,299
<i>Total Employee Insurance</i>				<i>1,291,511</i>	<i>1,023,130</i>	<i>674,784</i>	<i>1,468,326</i>	<i>(445,196)</i>
2012	21272190	522073	<i>Total Social Security</i>	<i>387,977</i>	<i>447,775</i>	<i>173,680</i>	<i>347,360</i>	<i>100,415</i>
2012	21272190	523054	<i>Total Contributions to City MERF</i>	<i>707,966</i>	<i>800,000</i>	<i>321,270</i>	<i>642,540</i>	<i>157,460</i>
2012	21272190	526076	<i>Total Unemployment Compensation</i>	<i>74,859</i>	<i>75,223</i>	<i>24,153</i>	<i>48,306</i>	<i>26,917</i>
<i>Total Expenditure</i>				<i>2,462,313</i>	<i>2,346,128</i>	<i>1,193,888</i>	<i>2,506,532</i>	<i>(160,404)</i>

**FY 2009-10**

**MONTHLY  
REVENUE &  
EXPENDITURE  
REPORT**

**DECEMBER 2009**



# CITY OF HARTFORD

**EDDIE A. PEREZ**  
Mayor

DEPARTMENT OF FINANCE  
550 Main Street  
Hartford, Connecticut 06103

Telephone: (860) 757-9600  
Fax: (860) 722-6024  
[www.hartford.gov](http://www.hartford.gov)

**CHRISTOPHER J. WOLF, CPA**  
Director

RECEIVED  
CITY OF HARTFORD  
MANAGEMENT & BUDGET  
2010 JAN - 8 AM 10:09

January 8, 2010

To: The Honorable Mayor Eddie A. Perez,  
Council President Pedro Segarra, and  
Members of the Court of Common Council

From: Christopher J. Wolf  
Director of Finance

*(Signature)*  
1-8-10

Subject: Monthly Financial Report

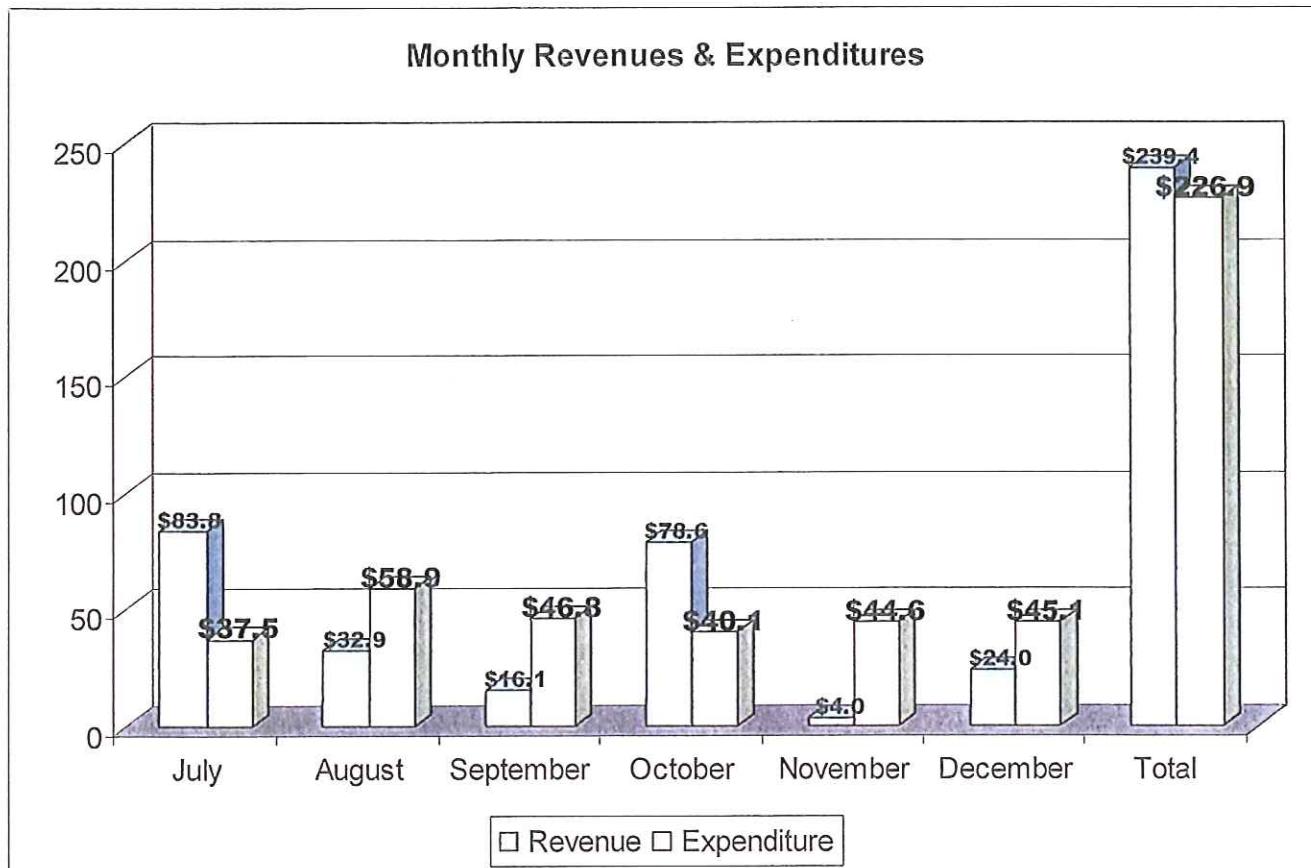
Attached is the December 2009 monthly financial report in accordance with Charter Sec. 5 (a) (1) (iii). The report provides budgetary information from the MUNIS financial management system as of the month end.

Generally accepted accounting principles for municipalities do not provide for the systematic apportionment or allocation of revenues and expenditures to monthly accounting periods. Accordingly, the amounts reflected in the City's financial management system reflect the posting to various accounts in the accounting period that represents the recording period of a transaction – not necessarily the period that revenues are earned or expenditures are incurred.

Additionally, in accordance with your request, attached are other system generated reports and information to assist in the analysis and understanding of the financial data.

The Finance Department would be happy to respond to any questions that you may have regarding this report.

**Municipal Monthly Revenue and Expenditure Report**  
**Fiscal Year 2009-2010 as of December 31, 2009**  
 (Includes Board of Education and Library as Pro-rated Amounts of Total Allocation)



<u>Budget by Organization</u>					
	<u>Annual</u>	<u>December</u>	<u>Cumulative FY 09-10</u>	<u>Variance to Budget</u>	<u>Percentage Cumulative to Budget</u>
Revenue	535.7	24.0	239.4	296.3	45%
Expenditure	<u>535.7</u>	<u>45.1</u>	<u>226.9</u>	<u>308.8</u>	<u>42%</u>
Variance	0	-21.1	12.5	23.1	2%

<u>Expenditures by Entity</u>					
	<u>Budget</u>	<u>December</u>			
Municipal	243.3	21	127.1	116.2	52%
*BOE	284.5	23.7	142.3	142.2	50%
*Library	<u>7.9</u>	<u>0.4</u>	<u>2.8</u>	5.1	<u>35%</u>
	<b>535.7</b>	<b>45.1</b>	<b>272.2</b>	<b>263.5</b>	<b>51%</b>
					Total Expense

\*Financial note:

For the purpose of Municipal reporting the BOE (Fund 1003) and the Hartford Public Library (Fund 2012) monthly expenditures are being prorated by twelve equal contributions. Minor variances may occur due to rounding. Due to the fact that the City does not close after each month, prior month numbers may change from report to report due to corrections made subsequent to the report being issued. The cumulative figures reflect total revenue and expense for the year as of the date of the report.

**City of Hartford**  
**Schedule of Estimated and Actual Revenues**  
**For the period ending December 31, 2009**

	Original Budget	Budget Amendments	Adjusted Budget	Current Month Actual Revenue	YTD Actual Revenue	Remaining Balance	PCT Collected
<b>1 TAXES</b>	\$ 263,016,986	-	\$ 263,016,986	\$ 4,308,359.39	\$ 132,826,167.73	\$ 130,190,818.27	50.5 %
2 LICENSES & PERMITS	7,803,660	-	7,803,660	502,706.38	2,209,260.79	5,594,399.21	28.3 %
3 FINES FORFEITS PENALTIES	248,000	-	248,000	12,434.67	122,563.72	125,436.28	49.4 %
4,288,389	-	4,288,389	674,314.78	2,684,099.16	1,604,289.84		62.6 %
247,269,696	-	247,269,696	17,390,223.87	96,821,782.72	150,447,913.28		39.2 %
3,181,660	-	3,181,660	251,793.76	1,379,947.28	1,801,712.72		43.4 %
3,556,450	-	3,556,450	529,327.88	1,146,263.11	2,410,186.89		32.2 %
1,961,150	-	1,961,150	28,977.18	243,044.63	1,718,105.37		12.4 %
<b>3 OTHER REVENUE</b>	<b>4,442,200</b>	<b>-</b>	<b>4,442,200</b>	<b>342,882.44</b>	<b>1,948,388.68</b>	<b>2,493,811.32</b>	<b>43.9 %</b>
<b>TOTAL GENERAL FUND</b>	<b>\$ 535,768,191</b>	<b>\$ -</b>	<b>\$ 535,768,191</b>	<b>\$ 24,041,020.35</b>	<b>\$ 239,381,517.82</b>	<b>\$ 296,386,673.18</b>	<b>44.7 %</b>

**City of Hartford**  
**Schedule of Appropriations Compared to Expenditures**  
For the period ending December 31, 2009

	Original Budget	Budget Transfers	Adjusted Budget	Current Month Exp & Enc	YTD Expended	Encumbrances Outstanding	Remaining Balance	PCT Exp
<b>10 General Government</b>								
0111 MAYOR'S OFFICE	\$ 1,636,699	\$ -	\$ 1,636,699	\$ 125,994.87	\$ 799,435.45	\$ -	\$ 837,263.55	48.8 %
0112 COURT OF COMMON COUNCIL	\$ 616,070	-	\$ 616,070	\$ 42,433.60	\$ 289,052.57	-	\$ 327,017.43	46.9 %
0113 TREASURER	522,266	-	522,266	38,929.30	244,666.55	-	277,599.45	46.8 %
0114 REGISTRARS OF VOTERS	594,966	-	594,966	58,396.85	335,432.87	217.18	259,315.95	56.4 %
0116 CORPORATION COUNSEL	1,579,814	-	1,579,814	123,633.44	733,012.20	15,645.26	831,156.54	47.4 %
0117 TOWN & CITY CLERK	818,942	-	818,942	53,138.11	336,888.97	2,395.25	479,657.78	41.4 %
0118 INTERNAL AUDIT	466,715	-	466,715	30,413.41	206,489.42	-	260,225.39	44.2 %
0122 METRO HARTFORD INFORMATION S	3,545,282	-	3,545,282	295,440.00	1,772,640.00	-	1,772,642.00	50.0 %
0123 FINANCE	3,575,970	-	3,575,970	234,768.19	1,536,586.84	8,092.48	2,031,290.68	43.2 %
0125 PERSONNEL	1,293,555	-	1,293,555	80,008.55	570,677.55	-	722,877.45	44.1 %
0126 OFFICE OF HUMAN RELATIONS	751,415	-	751,415	38,153.24	230,342.03	4,424.86	516,648.11	31.2 %
0128 OFFICE OF MANAGEMENT & BUDGE	1,236,128	-	1,236,128	71,988.06	516,009.11	1,085.05	719,033.84	41.8 %
0129 OFFICE FOR YOUTH SERVICES	2,761,452	-	2,761,452	324,955.66	1,880,330.04	277,891.00	603,230.96	78.2 %
0130 OFFICE FOR YOUNG CHILDREN	631,768	-	631,768	13,592.54	290,594.50	48,803.46	292,370.04	53.7 %
<b>TOTAL General Government</b>	<b>20,031,042</b>		<b>20,031,042</b>	<b>1,531,845.82</b>	<b>9,742,158.10</b>	<b>358,554.54</b>	<b>9,930,329.17</b>	<b>50.4 %</b>
<b>120 Public Safety</b>								
0211 FIRE	30,886,932	-	30,886,932	3,024,674.24	15,503,300.97	365,958.14	15,027,672.89	51.3 %
0212 POLICE	36,528,537	-	36,528,537	3,723,598.45	18,845,011.03	1,005,041.04	16,678,484.81	54.3 %
0213 EMERGENCY SERVICES & TELECON	3,645,370	-	3,645,370	332,163.75	1,719,610.50	151,027.37	1,774,732.13	51.3 %
<b>TOTAL Public Safety</b>	<b>71,060,839</b>		<b>71,060,839</b>	<b>7,080,436.44</b>	<b>36,067,922.50</b>	<b>1,512,026.55</b>	<b>33,480,889.83</b>	<b>52.9 %</b>
<b>130 Public Works</b>								
0311 PUBLIC WORKS	12,595,090	-	12,595,090	1,087,474.87	5,676,995.63	995,373.06	5,922,721.30	53.0 %
<b>TOTAL Public Works</b>	<b>12,595,090</b>		<b>12,595,090</b>	<b>1,087,474.87</b>	<b>5,676,995.63</b>	<b>995,373.06</b>	<b>5,922,721.30</b>	<b>53.0 %</b>
<b>140 Human Services</b>								
0520 HEALTH AND HUMAN SERVICES	7,274,825	-	7,274,825	537,939.03	3,613,519.97	625,132.10	3,036,172.93	58.3 %
<b>TOTAL Human Services</b>	<b>7,274,825</b>		<b>7,274,825</b>	<b>537,939.03</b>	<b>3,613,519.97</b>	<b>625,132.10</b>	<b>3,036,172.93</b>	<b>58.3 %</b>

**City of Hartford**  
**Schedule of Appropriations Compared to Expenditures**  
For the period ending December 31, 2009

<b>165 Economic Development</b>	<b>4,344,957</b>	<b>-</b>	<b>4,344,957</b>	<b>343,281.86</b>	<b>1,771,636.45</b>	<b>194,432.12</b>	<b>2,378,888.43</b>	<b>45.2 %</b>
<b>10420 DEVELOPMENT SERVICES</b>								
<b>TOTAL Economic Development</b>	<b>4,344,957</b>		<b>4,344,957</b>		<b>343,281.86</b>	<b>1,771,636.45</b>	<b>194,432.12</b>	<b>2,378,888.43</b>
<b>170 Debt Service</b>								
<b>10821 DEBT SERVICE</b>								
<b>TOTAL Debt Service</b>	<b>33,147,000</b>		<b>33,147,000</b>		<b>2,881,806.25</b>	<b>26,741,476.98</b>		
<b>199 Overhead</b>								
<b>10820 BENEFITS &amp; INSURANCES</b>	<b>59,592,159</b>	<b>-</b>	<b>59,592,159</b>	<b>3,479,997.72</b>	<b>28,278,243.25</b>	<b>-</b>	<b>31,313,915.75</b>	<b>52.5 %</b>
<b>10822 NON OP DEPT EXPENDITURES</b>	<b>35,253,278</b>	<b>-</b>	<b>35,253,278</b>	<b>4,033,729.01</b>	<b>15,196,725.06</b>	<b>6,492,529.02</b>	<b>13,564,023.92</b>	<b>38.5 %</b>
<b>TOTAL Overhead</b>	<b>94,845,437</b>	<b>-</b>	<b>94,845,437</b>	<b>7,513,726.73</b>	<b>43,474,968.31</b>	<b>6,492,529.02</b>	<b>44,877,939.67</b>	<b>47.3 %</b>
<b>284,554,001</b>	<b>-</b>		<b>284,554,001</b>		<b>23,712,833.41</b>	<b>142,277,000.46</b>		
<b>10711 EDUCATION</b>								
<b>10724 HARTFORD PUBLIC LIBRARY</b>	<b>7,915,000</b>	<b>-</b>	<b>7,915,000</b>	<b>464,583.12</b>	<b>2,787,498.72</b>		<b>5,127,501.28</b>	<b>35.2 %</b>
<b>TOTAL GENERAL FUND</b>	<b>\$ 535,768,191</b>	<b>\$ -</b>	<b>\$ 535,768,191</b>	<b>\$ 45,153,927.53</b>	<b>\$ 272,153,177.12</b>	<b>\$ 10,178,047.39</b>	<b>\$ 253,436,966.17</b>	<b>52.7 %</b>

MUNIS FINANCIAL MANAGEMENT SOLUTIONS  
WELCOME TO THE NEIGHBORHOOD

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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 06

ACCOUNTS FOR:  
1001 GENERAL FUND

ORIGINAL REV  
ESTIM REV  
REVISED EST REV  
ACTUAL YTD REVENUE  
ACTUAL MTD REVENUE  
REMAINING REVENUE

41 TAXES

123003 411101 CURRENT YEAR TAX LEVY	0	0	0	0	-1,379.36
123003 411206 COLL OF TAXES WRITTEN	0	0	0	0	.00
123003 411208 INTEREST AND LIENS	0	0	0	111.04	.0%
123007 411101 CURRENT YEAR TAX LEVY	245,366,986	245,366,986	128,328,083.68	3,802,486.41	117,038,902.32
123007 411205 PRIOR YEAR LEVIES	5,850,000	5,850,000	3,445,895.46	334,095.53	2,404,104.54
123007 411206 COLLECTION OF TAX WRI	300,000	300,000	53,392.16	10,533.53	246,607.84
123007 411208 INTEREST AND LIENS	3,000,000	3,000,000	998,796.43	162,429.04	2,001,203.57
123007 411209 TAX LIEN SALES	8,500,000	8,500,000	.00	.00	8,500,000.00
TOTAL TAXES	263,016,986	263,016,986	132,826,167.73	4,308,359.39	130,190,818.27
					50.5%

42 LICENSES & PERMITS

117002 423281 MARRIAGE LICENSES	35,000	14,763.50	2,880.00	20,236.50	42.2%*
117002 423282 MARRIAGE LICENSE-SURC	1,400	1,393.00	.00	1,007.00	28.1%*
117002 423283 BODY REMOVAL PERMITS	6,500	3,231.00	.00	3,269.00	49.7%*
117002 423285 CREMATION PERMITS	2,000	1,056.00	177.00	944.00	52.8%*
211002 422271 GAS PUMP & TANK PERMI	8,000	8,000	.00	7,900.00	1.3%*
211002 4233201 TRANS&STOR OF EXPLOV	360	360	.00	360.00	.0%*
212010 423295 PISTOL PERMITS	5,500	4,585.25	1,120.00	914.75	83.4%*
311002 421101 PARKING METERS	20,000	13,365.00	3,144.00	6,635.00	66.8%*
311002 4222426 STREET/SIDEWALK LICEN	5,000	4,000.00	400.00	4,600.00	8.0%*
311002 4222427 STREET EXCAVATION LIC	2,000	2,000	700.00	1,300.00	35.0%*
311002 423163 STREET SIDEWALK PERMI	40,000	40,000	24,675.00	15,325.00	61.7%*
311002 423164 OBSTRUCTION/PERMITS	75,000	75,000	45,647.18	1,583.78	29,352.82
311006 423167 TRASH HAULERS OVER 12	0	0	19,210.00	5,720.00	100.0%*
420009 421102 DESIGNATED VENDOR PAR	8,000	8,000	2,000.00	500.00	6,000.00
420009 422255 PAWNBROKERS LICENSES	400	400	50.00	.00	350.00
420009 422261 SECOND HAND DEALERS L	400	400	100.00	.00	300.00
420009 422263 VENDOR'S LICENSES	20,000	20,000	15,085.00	40.00	4,915.00
420009 422281 ROOMING HOUSE LICENSE	2,000	2,000	600.00	200.00	1,400.00
420009 422285 EXTENDED HOURS LICENS	1,800	1,800	600.00	.00	1,200.00
420009 422285 BUILDING PERMITS	4,200,000	4,200,000	969,929.66	154,698.74	3,230,070.34
420009 423151 ELECTRICAL PERMITS	1,500,000	1,500,000	349,954.58	60,653.44	1,150,045.42
420009 423155 PLUMBING PERMITS	400,000	400,000	171,647.48	62,882.44	228,352.52
420009 423158 MECHANICAL PERMITS	1,100,000	1,100,000	389,488.14	195,036.98	710,511.86
420009 423161 SIGN & MARQUEE PERMIT	15,000	15,000	8,100.00	2,150.00	6,900.00
420009 423166 PERMIT LATE FEE	7,500	7,500	.00	.00	6,950.00
					7.3%*

MUNIS FINANCIAL MANAGEMENT SOLUTIONS  
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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 06

ACCOUNTS FOR:  
1001 GENERAL FUND

	ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING PCT REVENUE	PCT COLL.
4200009 423293 BAZAARS AND RAFFLES	300	300	235.00	10.00	65.00	78.3%*
4200009 423297 REHABILITATION HOME L	25,000	25,000	20.00	-20.00	100.0%*	
4200009 423299 CERTIFICATE OF OCCUPAN	22,500	22,500	19,550.00	5,450.00	78.2%*	
4200015 422283 COMMERCIAL PARKING LO	300,000	300,000	153,225.00	22,500.00	1.0%*	
520001 422131 FOOD & MILK DEALER LI	300,000	300,000	5,725.00	146,775.00	51.1%*	
TOTAL LICENSES & PERMITS	7,803,660	7,803,660	2,209,260.79	502,706.38	5,594,399.21	28.3%
43 FINES FORFEITS PENAL						
213004 431105 FALSE ALARM CITATIONS	225,000	225,000	116,565.05	11,782.00	108,434.95	51.8%*
311006 431104 MISC. CITATION	20,000	20,000	5,998.00	652.67	-2,998.67	200.0%*
520001 431103 HEALTH SANITATION CIT	3,000	3,000	5,998.67			
TOTAL FINES FORFEITS PENAL	248,000	248,000	122,563.72	12,434.67	125,436.28	49.4%
44 INT & RENTAL INCOME						
113002 441101 INTEREST REPURCHASE A	50,000	50,000	.00	.00	50,000.00	0.0%*
113002 441141 GENERAL FUND INTEREST	337,500	337,500	255,004.89	24.83	82,495.11	75.6%*
113002 441146 SPECIAL ACTIVITIES FU	3,500	3,500	.00	.00	3,500.00	0.0%*
113002 441195 SELF INSURANCE FUND I	25,000	25,000	.00	.00	25,000.00	0.0%*
123000 442172 GOLF COURSE LEASES	160,000	160,000	49,999.98	8,333.33	110,000.02	31.2%*
123000 442178 RENTAL OF PARKING LOT	132,000	132,000	66,000.00	11,000.00	66,000.00	50.0%*
123000 442182 RENTALS FROM TENANTS	60,192	60,192	31,496.00	5,616.00	28,696.00	52.3%*
123000 442185 INTEREST ON LOANS	16,600	16,600	8,799.57	1,241.55	7,800.43	53.0%*
123000 442187 PRINCIPAL ON LOANS	20,000	20,000	14,493.63	2,086.05	5,506.37	72.5%*
123000 442199 RENT OF PROP ALL OTHE	110,590	110,590	5,599.98	833.02	104,990.02	5.1%*
123000 443133 THE RICHARDSON BUILDI	370,000	370,000	227,224.33	34,221.52	142,775.67	61.4%*
123000 443141 BILLINGS FORGE	21,000	21,000	8,736.66	.00	12,263.34	41.6%*
123000 443143 SHEPHERD PARK	120,000	120,000	120,000	.00	120,000.00	0.0%*
123000 443150 UNDERWOOD TOWER PILOT	36,000	36,000	36,144.00	18,072.00	-144.00	100.4%*
123000 443155 CIVIC CENTER LEASE/CD	2,255,593	2,255,593	1,231,772.68	563,898.34	1,023,820.32	54.6%*
123000 443157 CT CENTER FOR PERFORM	50,000	50,000	25,000.02	4,166.67	24,999.98	50.0%*
123000 443160 CRRA - NEOH COLLECTIO	56,000	56,000	30,199.36	.00	25,800.64	53.9%*
123000 443161 CRRA BULKY WASTE	200,000	200,000	549,031.50	.00	-349,031.50	274.5%*
311002 442176 RENTAL-525 MAIN STREE	24,066	24,066	10,378.00	1,863.00	13,688.00	43.1%*
311002 442178 RENTAL OF PARKING LOT	39,000	39,000	20,060.00	3,470.00	18,940.00	51.4%*
311002 442179 RENTAL OF PROP-FLOOD	132,588	132,588	63,484.00	14,348.00	69,104.00	47.9%*
311007 442181 RENTAL OF PARK PROPER	14,760	14,760	9,150.00	1,000.00	5,610.00	62.0%*

MUNIS FINANCIAL MANAGEMENT SOLUTIONS  
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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 06

ACCOUNTS FOR:  
1001 GENERAL FUND

	ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE
520000 442199 RENT OF PROP-ALL OTHER	45,000	45,000	39,721.35	3,940.16	5,278.65
520003 442181 RENTAL OF PARK PROPER	9,000	9,000	1,803.21	200.00	32.8%*
<b>TOTAL INT &amp; RENTAL INCOME</b>	<b>4,288,389</b>	<b>4,288,389</b>	<b>2,684,099.16</b>	<b>674,314.78</b>	<b>1,604,289.84</b>

45 INTERGOVERNMENTAL

	ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	PCT COLL.
123000 452988 MASHANTUCKET PEQUOT F PROPERTY TAX RELIEF G	8,919,623	8,919,623	2,925,313.17	2,925,313.17	5,994,309.83	32.8%*
123000 452995 JUDICIAL BRANCH REV D STATE OWNED PROPERTY	42,000	42,000	9,392.73	9,392.73	100.0%*	
123000 452997 TAX EXEMPT FOR THE ELD DISABIL EXEMPT-SOC SE	11,488,639	11,488,639	11,508,085.35	12,494.50	29.505.50	29.7%*
123000 453121 TAX EXEMPT-PRIV SE	330,000	330,000	3,983.50	.00	-19,446.35	100.2%*
123000 453122 PRIV TAX EXEMPT-PROPE MANUFACTURERS' FACILI	8,000	8,000	.00	.00	326,016.50	1.2%*
123000 453131 PRIV TAX EXEMPT-PROPE PHONE ACCESS LN TAX S	23,481,481	23,481,481	23,191,375.91	.00	8,000.00	0.3%*
123000 453132 PILOT SIGOURNEY NEWS VETERANS EXEMPTIONS	58,000	58,000	.00	.00	290,105.09	98.8%*
123000 453135 PILOT FOR NEW MFG EQU CT RCRS REC AUTHORITY	750,000	750,000	.00	.00	58,000.00	0.8%*
123000 453136 PILOT FOR CT CTR FOR STATE REIMBURSEMENTS	60,500	60,500	.00	.00	750,000.00	0.0%*
123000 453137 PILOT CHURCH HOMES IN PILOT FOR HARTFORD 21	4,400,000	4,400,000	2,080,141.32	2,080,141.32	60,500.00	0.0%*
123000 453138 PILOT FOR HARTFORD 21 GR REC TAX-PARI MUTUE HIGHWAY GRANT	90,000	90,000	149,490.86	74,745.43	2,319,858.68	47.3%*
123000 453141 PILOT FOR HARTFORD 21 STATE REIMBURSEMENTS	27,300	27,300	27,300.00	13,650.00	-59,490.86	166.1%*
123000 453142 PILOT FOR NEW MFG EQU ST/FED GRT-CIVIL DEF	2,000,000	2,000,000	.00	.00	100.0%*	
123000 453143 PILOT FOR CT CTR FOR PILOT TRINITY COLLEGE	290,000	290,000	.00	.00	2,000,000.00	0.0%*
123000 453147 PILOT EL MERCADO	15,000	15,000	.00	.00	290,000.00	0.0%*
123000 453148 PILOT FOR HARTFORD 21	5,423	5,423	5,423.28	.00	15,000.00	0.0%*
123000 453149 PILOT FOR HARTFORD 21 CONS NETWORK TRANSP	500,000	500,000	.00	.00	-28.00	100.0%*
123000 454281 GR REC TAX-PARI MUTUE STATE REIMBURSEMENTS	320,000	320,000	154,588.96	21,480.77	500,000.00	0.0%*
213000 452324 HOME HELP CARE GRANT	60,000	60,000	30,000.00	540.00	165,411.04	48.3%*
311002 452441 HIGHWAY GRANT	250	250	7,195.00	.00	30,000.00	50.0%*
520001 452562 HOME HELP CARE GRANT	551,286	551,286	.00	.00	-6,945.00	287.8%*
520014 452563 HOME HELP CARE GRANT	283,150	283,150	.00	.00	551,286.00	0.0%*
520016 452562 HOME HELP CARE GRANT	85,000	85,000	96,497.41	.00	.00	0.0%*
520019 452563 HOME HELP CARE GRANT	0	0	29,842.00	.00	186,652.59	34.1%*
711000 452150 EDUCATION COST SHARIN BOND INT SUB ON SCH P	187,974,890	187,974,890	40,289,364.00	.00	147,685,526.00	35.1%*
711000 452152 HEALTH&WELFARE-PRIV S	708,625	708,625	708,625.00	.00	338,214.53	21.4%*
711000 452156 EDUCATION - 'STIMULUS	37,966	37,966	37,966.00	.00	52,378.00	52.3%*
711000 452157 SCH BUILD GRT-SERIAL TRANSPORTATION GRANT	0	0	14,342,000.00	14,342,000.00	-14,342,000.00	0.0%*
711000 452159 3,170,337	1,612,226	1,612,226	1,588,884.26	.00	23,341.74	98.6%*
711000 452163 3,170,337	3,170,337	3,170,337	.00	.00	3,170,337.00	0.0%*
<b>TOTAL INTERGOVERNMENTAL</b>	<b>247,269,696</b>	<b>247,269,696</b>	<b>96,821,782.72</b>	<b>17,390,223.87</b>	<b>150,447,913.28</b>	<b>39.2%</b>

46 CHARGES FOR SERVICES

	7,710	7,710	590.00	505.00	7,120.00	7.7%*
114001 461363 DATA PROC CHARGES-OUT						

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MUNIS FINANCIAL MANAGEMENT SOLUTIONS  
WELCOME TO THE NEIGHBORHOOD

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YEAR-TO-DATE BUDGET REPORT

FOR 2010 06

ACCOUNTS FOR:  
1.001 GENERAL FUND

		ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	PCT COLL
116003 461371 TRANSCRIPT OF RECORDS		1,100,000	1,100,000	1,200	226.50	47.00	973.50	18.9%
117001 413122 CONVEYANCE TAX		375,000	375,000	310,714.36	95,505.57	28.2*	285.64	28.2*
117001 461224 FILING RECORD-CERTIFI		5,000	5,000	140,496.00	35,514.00	37.5%	504.00	37.5%
117001 461224 NOTARY PUBLIC-CERTIFI				3,056.00	464.00	61.1*	1,944.00	61.1*
117001 461225 DOMESTIC PARTNERSHIP		400	400	17,450.00	90.00	112.5*	-50.00	112.5*
117001 461226 AIRPLANE REGISTRATION		19,000	19,000	17,570.00	180.00	192.5*	1,430.00	192.5*
117001 461371 TRANSCRIPT OF RECORDS		62,000	62,000	38,020.00	6,922.00	61.3*	23,980.00	61.3*
117001 461372 HUNTING & FISHING LIC		1,000	1,000	78.50	2.00	7.9*	921.50	7.9*
117001 461373 DOG TRANSFER TAGS		350	350	174.00	12.00	49.7*	176.00	49.7*
117002 461371 TRANSCRIPT OF RECORDS		500,000	500,000	291,508.50	70,420.00	58.3%	208,491.50	58.3%
117002 463284 OTHER SERVICE CHARGES		20,000	20,000	7,343.00	2,030.00	36.7*	12,657.00	36.7*
117002 464147 NON-RES-BIRTH&DEATH C		10,000	10,000	10,000	0.00	10.0*	10,000.00	10.0*
123001 417403 TRANSCRIPT OF RECORDS		0	0	7.00	.00	.00	-7.00	100.0*
123001 461382 PAYROLL RECORD W-2 RE		500	500	3,203.63	72.44	100.0*	500.00	100.0*
123001 461385 CREDIT CARD CONV.FEE		0	0	3,050.00	.00	40.7*	-3,203.63	100.0*
125000 461383 PUBLIC SAFETY APPLICA		7,500	7,500	3,165.00	.00	100.0*	4,450.00	40.7*
129001 463174 CONSULTING SERVICES		0	0	4,000	0.00	100.0*	-3,165.00	100.0*
1211000 462246 FIRE BILLING - EMERGE		1,500	1,500	283.50	10.00	18.9*	4,000.00	18.9*
2111002 461371 TRANSCRIPT OF RECORDS		200,000	200,000	70,687.16	3,942.43	35.3*	129,312.84	35.3*
211002 462242 SPEC FIRE PROTECT SER		10,000	10,000	0.00	.00	10.0*	10,000.00	10.0*
211002 462243 THEATRE FIRE PROTECTI		1,500	1,500	288.50	.00	19.2*	1,211.50	19.2*
211002 462245 OTHER MAINT & SERVICE		6,200	6,200	2,468.44	.00	6,200.00	6,200.00	6,200.00
211002 462246 PUBLIC ASSEMBLY LICEN		3,600	3,600	3,600	.00	18.9%	1,131.56	18.9%
211002 462247 FLAMMABLE LIQUID STOR		2,000	2,000	1,600.00	.00	2,000.00	2,000.00	2,000.00
211002 462249 FLAMMABLE LIQUID STOR		10,000	10,000	7,700.00	800.00	16.0*	8,400.00	16.0*
211002 462250 KNOX BOX		21,800	21,800	3,000.00	.00	14,100.00	35.3*	14,100.00
211002 462251 LIQUOR LICENSE FEES		20,000	20,000	33,936.87	.00	17,000.00	15.0*	17,000.00
212011 462110 STATE WIDE NARCOTICS		0	0	13,815.49	.00	100.0*	-33,936.87	100.0*
212011 462111 FBI JOINT TERRORISM T		0	0	5,029.49	.00	100.0*	-13,815.49	100.0*
212016 461371 CLICK IT OR TICKET		20,000	20,000	54.90	.50	25.1*	14,970.51	25.1*
212016 462117 TRANSCRIPT OF RECORDS		30,000	30,000	6,015.00	.00	20.1*	23,985.00	20.1*
212016 462117 CHARGES FOR BACKGROUND		175,000	175,000	106,220.00	11,820.00	60.7*	68,780.00	60.7*
212032 462101 TOWING & STORAGE IMPO		300	300	633.15	19.75	21.1*	-333.15	21.1*
212034 463011 DOG DETENTION REVENUE		4,200	4,200	0.00	.00	4,200.00	4,200.00	4,200.00
311002 462245 OTHER MAINT & SERVICE		500	500	7,256.00	.00	500.00	500.00	500.00
311002 463169 TRAFFIC ENGINEER REPO		20,000	20,000	6,305.00	.00	12,744.00	36.3*	12,744.00
311004 463284 OTHER SERVICE CHARGES		25,000	25,000	10,415.02	3,550.15	25.2*	23,985.00	25.2*
311006 463286 TRASH CART (CAN) FEES		24,000	24,000	0.00	-117.58	43.4*	18,695.00	43.4*
311006 463288 DUMPSTER FEES - 8 CUB		0	0	1,025.00	.00	0.0	475.00	68.3*
311006 463289 TRASH PICK UP FEES		1,500	1,500	0.00	.00	1,320.38	78.0*	1,320.38
311006 463290 EVICTION FEES		6,000	6,000	4,679.62	.00	78.00	99.4*	78.00
311006 463291 SCRAP METAL FEES		12,000	12,000	11,922.00	.00	12,000.00	-97.64	100.0*
311007 469151 GRAVE OPENING FEES		0	0	97.64	.00			
420009 461371 TRANSCRIPT OF RECORDS		0	0					

MUNIS FINANCIAL MANAGEMENT SOLUTIONS  
WELCOME TO THE NEIGHBORHOOD

01/07/2010 19:51  
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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 06

ACCOUNTS FOR:  
1001 GENERAL FUND

		ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	PCT COLL.
4200009 461377 INSPEC FEE WEIGH DEV	20,000	20,000	140.00	.00	19,860.00	.7%*	
4200009 461378 INSPECTION CHARGE L&I PUBLIC NOTICE AD FEE	10,000	10,000	.00	.00	-10,000.00	.0%*	
4200009 462101 TOWING & STORAGE IMPO	0	0	1,066.41	1,066.41	100,000	100.0%*	
4200009 462243 HEATERS-FIRE PROTECT	300	300	.00	.00	300.00	0.0%*	
4200009 469156 OCCUPANCY INSPECTION	2,000	2,000	90.00	.00	1,910.00	4.5%*	
4200009 469157 REPAIR & DEMOLITIONS	7,500	7,500	.00	.00	7,500.00	0.0%*	
420015 461355 ZONING APPLICATION FE	100,000	100,000	77,997.86	77,997.86	22,902.14	77.1%*	
420015 461357 SOIL & WATER SURCHARG	20,000	20,000	2,470.00	2,470.00	17,530.00	12.4%*	
420015 461375 SITE PLAN REVIEW	600	600	25,154.00	25,154.00	446.00	25.7%*	
5200003 4652203 INDIVID WELF-PAY CASE	2,500	2,500	25,600.00	25,600.00	-23,100.00	1024.0%*	
5200003 468281 BATTERSON PARK OPERAT	0	0	30,545.52	30,545.52	-30,545.52	100.0%*	
8120001 461100 SPECIAL EVENTS REVENU	10,000	10,000	6,512.00	6,512.00	3,488.00	65.1%*	
8220001 461379 SPECIAL EVENTS	0	0	123,241.12	123,241.12	12,679.50	40.0%*	
TOTAL CHARGES FOR SERVICES	3,181,660	3,181,660	1,379,947.28	1,379,947.28	251,793.76	43.4%	

1-47 REIMBURSEMENTS

111001 477140 ATM REIMBURSEMENT	1,600	1,600	754.00	754.00	846.00	47.1%*	
111001 478102 INDIRECT COSTS	503,478	503,478	222,495.71	222,495.71	503,478.00	47.1%*	
113001 478141 MERF STAFF FRINGE BEN	350,000	350,000	.00	.00	127,504.29	63.6%*	
113001 478142 MERF INDIRECT COSTS	75,000	75,000	.00	.00	75,000.00	0.0%*	
116003 477121 DAMAGES TO CITY PROPE	5,000	5,000	5.00	5.00	4,995.00	1.1%*	
116003 477125 PRIOR YR EXPEND REFUN	0	0	-159.00	84.00	1,159.00	100.0%*	
117001 477124 DOG ACCTT-SALARY OF WA	1,500	1,500	.00	.00	1,500.00	0.0%*	
123000 477125 PRIOR YR EXPEND REFUN	10,000	10,000	0.00	.00	10,000.00	0.0%*	
123000 477127 WORK COMP NORM TAX AP	260,000	260,000	85,511.30	85,511.30	174,488.70	32.9%*	
123000 477165 LIFE INS. RETRO PAYME	250,000	250,000	131,498.00	131,498.00	118,502.00	52.6%*	
123000 477199 OTHER REIMBURSEMENTS	585,000	585,000	.00	.00	585,000.00	0.0%*	
123001 478102 INDIRECT COSTS	172,098	172,098	.00	.00	172,098.00	0.0%*	
126000 478102 INDIRECT COSTS	56,931	56,931	.00	.00	56,931.00	0.0%*	
128004 477199 OTHER REIMBURSEMENTS	15,000	15,000	0.00	.00	15,000.00	0.0%*	
212034 477135 ADVERTISING LOST DOGS	350	350	1,599.40	1,599.40	-1,249.20	456.0%*	
213000 478108 MISCELLANEOUS GRANTS	30,000	30,000	.00	.00	30,000.00	0.0%*	
311002 478102 INDIRECT COSTS	417,183	417,183	23,266.36	23,266.36	393,916.64	5.6%*	
420000 478115 CDBG FRINGE BENEFIT	325,000	325,000	212,379.11	212,379.11	112,620.89	65.3%*	
420004 478103 SECTION 8 MONITORING	65,000	65,000	87,991.30	87,991.30	-22,991.30	135.4%*	
420004 478134 FRINGE BENEFITS HOME	6,000	6,000	1,394.09	1,394.09	4,605.91	23.2%*	
420015 478102 INDIRECT COSTS	100,310	100,310	.00	.00	100,310.00	0.0%*	
520000 477125 PRIOR YEAR EXPEND REF	0	0	53,272.60	53,272.60	-53,272.60	100.0%*	
520000 478107 W I C PROGRAM	0	0	85,895.27	85,895.27	34,104.73	71.6%*	

# MUNIS FINANCIAL MANAGEMENT SOLUTIONS

WELCOME TO THE NEIGHBORHOOD

01/07/2010 19:51  
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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 06

ACCOUNTS FOR:  
1001 GENERAL FUND

	ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	PCT COLL
520000 478111 FRINGE BENEFITS-HBALT	0	207,000	202,346.70	144,383.53	4,653.30	97.8%*
5200001 478107 W/T C PROGRAM	120,000	0	36,813.47	5,424.97	-36,813.47	0%
5200001 478116 MISCELLANEOUS HEALTH GRANTS	207,000	0	1,200.00	1,200.00	-1,200.00	100.0%*
5200003 478116 MISCELLANEOUS GRANTS	0	0				
TOTAL REIMBURSEMENTS	3,555,450	3,555,450	1,146,263.11	529,327.88	2,410,186.89	32.2%

## 48 OTHER REVENUE

116003 483105 SETTLEMENTS - OTHER	50,000	50,000	25,319.00	25,000.00	24,681.00	50.6%*
116003 489105 SALE OF CITY PROPERTY	1,350,000	1,350,000	20,000	20,000	1,330,000	1.5%*
116003 489116 MISCELLANEOUS REVENUE	220	220	2,021.06	2,021.06	0	
117001 489103 OVER & SHORT ACCOUNT	1,000	1,000	420.53	420.53	579.47	920.5%*
117002 489103 OVER & SHORT ACCOUNT	150	150	1,976.75	1,976.75	-826.75	42.1%*
117002 489116 MISCELLANEOUS REVENUE	11,000	11,000	3,573.00	448.00	3,573.00	1317.8%*
123000 489116 MISCELLANEOUS REVENUE	439,530	439,530	57,795.40	0.00	381,734.60	32.5%*
123003 489116 MISCELLANEOUS REVENUE	0	0	50,00	50,00	0	1.5%*
123004 489127 SALE CITY SURPLUS EQU	50,000	50,000	47,154.98	47,154.98	2,845.02	94.3%*
123007 489104 CASHIER OVER & SHORT	0	0	4,490.59	4,490.59	100.00	0%*
123007 489116 MISCELLANEOUS REVENUE	0	0	46,669.91	46,669.91	-46,669.91	100.0%*
125000 489116 MISCELLANEOUS REVENUE	3,000	3,000	4,117.50	1,379.00	-1,117.50	137.3%*
212001 489116 MISCELLANEOUS REVENUE	20,000	20,000	3,584.15	3,584.15	16,415.85	17.9%*
212001 453000 SALE OF CITY PROPERTY	1,000	1,000	0.00	0.00	1,000.00	0%*
212034 489113 SALE OF DOGS	3,000	3,000	3,347.60	435.60	-347.60	111.6%*
213000 489116 MISCELLANEOUS REVENUE	250	250	77.00	77.00	173.00	30.8%*
311006 489115 MISCELLANEOUS SALES	6,000	6,000	299.00	0.00	5,701.00	5.0%*
311007 489116 MISCELLANEOUS REVENUE	17,000	17,000	13,796.67	0.00	3,203.33	81.2%*
420004 489116 MISCELLANEOUS REVENUE	5,000	5,000	8,788.17	941.72	-3,788.17	175.8%*
420009 489116 MISCELLANEOUS REVENUE	4,000	4,000	4,944.50	174.50	3,505.50	12.4%*
520015 489106 NON-GOVERN GRTS & CON	0	0	2,946.00	0.00	-2,946.00	100.0%*
520016 489101 DONATIONS & CONTRIBUT	0	0	1,150.00	-1,200.00	0.00	-1,150.00
TOTAL OTHER REVENUE	1,961,150	1,961,150	243,044.63	28,977.18	1,718,105.37	12.4%

## 53 OTHER FINANCING SCRS

113002 441142 TRANSFER IN - CAP IMP	600,000	600,000	205,252.88	.00	394,747.12	34.2%*
123000 442192 REVENUE FROM HTFD PKG	1,842,200	1,842,200	1,000,000.00	500,000.00	842,200.00	54.3%*
123000 482106 PREMIUM FROM BOND SAL	500,000	500,000	.00	.00	500,000.00	.0%*

MUNIS FINANCIAL MANAGEMENT SOLUTIONS  
WELCOME TO THE NEIGHBORHOOD

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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 06

ACCOUNTS FOR: 1001 GENERAL FUND	ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	PCT COLL
212023 462109 SPECIAL POLICE SERVIC	375,000	375,000	100,063.34	.00	274,936.66	26.7%*
212024 462109 SPECIAL POLICE SERVIC	375,000	375,000	100,063.34	.00	274,936.66	26.7%*
212025 462109 SPECIAL POLICE SERVIC	375,000	375,000	100,063.34	.00	274,936.66	26.7%*
212026 462109 SPECIAL POLICE SERVIC	375,000	375,000	100,063.34	.00	274,936.66	26.7%*
212036 462109 SPECIAL POLICE SERVIC	0	0	342,882.44	342,882.44	-342,882.44	100.0%*
TOTAL OTHER FINANCING SCRS	4,442,200	4,442,200	1,948,388.68	342,882.44	2,493,811.32	43.9%
TOTAL GENERAL FUND	535,768,191	535,768,191	239,381,517.82	24,041,020.35	296,386,673.18	44.7%
TOTAL REVENUES	535,768,191	535,768,191	239,381,517.82	24,041,020.35	296,386,673.18	

MUNIS FINANCIAL MANAGEMENT SOLUTIONS  
WELCOME TO THE NEIGHBORHOOD

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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 06

ACCOUNTS FOR:  
1001 GENERAL FUND

	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
00111 MAYOR'S OFFICE	1,636,699	1,636,699	799,435.45	125,94.87	.00	837,263.55	48.8%
00112 COURT OF COMMON COUNCIL	616,070	616,070	289,052.57	42,433.60	.00	327,017.43	46.9%
00113 TREASURER	522,266	522,266	244,666.55	38,929.30	.00	277,599.45	46.8%
00114 REGISTRARS OF VOTERS	594,966	594,966	335,432.87	58,396.85	.00	259,315.95	56.4%
00116 CORPORATION COUNSEL	1,579,814	1,579,814	733,012.20	123,633.44	15,645.26	831,156.54	47.4%
00117 TOWN & CITY CLERK	818,942	818,942	336,888.97	53,138.11	2,395.25	479,657.78	41.4%
00118 INTERNAL AUDIT	466,715	466,715	206,489.42	30,413.41	.00	260,225.39	44.2%
00122 METRO HARTFORD INFORMATION SE	3,545,282	3,545,282	1,772,640.00	295,440.00	.00	1,772,642.00	50.0%
00123 FINANCE	3,575,970	3,575,970	1,536,586.84	234,768.19	8,092.48	2,031,290.68	43.2%
00125 PERSONNEL	1,293,555	1,293,555	570,677.55	80,08.55	.00	722,877.45	44.1%
00126 OFFICE OF HUMAN RELATIONS	751,415	751,415	230,342.03	38,153.24	4,424.86	516,648.11	31.2%
00128 OFFICE OF MANAGEMENT & BUDGET	1,236,128	1,236,128	516,009.11	71,988.06	1,085.05	719,033.84	41.8%
00129 OFFICE FOR YOUTH SERVICES	2,761,452	2,761,452	1,880,330.04	324,955.66	277,891.00	603,230.96	78.2%
00130 OFFICE FOR YOUNG CHILDREN	631,768	631,768	590,594.50	13,592.54	448,803.46	292,370.04	53.7%
00211 FIRE	30,886,932	30,886,932	15,503,300.97	3,024,674.20	355,958.14	15,027,672.89	51.3%
00212 POLICE	36,528,537	36,528,537	18,845,011.03	3,723,598.45	1,005,041.04	16,678,484.81	54.3%
00213 EMERGENCY SERVICES & TELECOMM	3,645,370	3,645,370	1,719,610.50	332,163.75	1,151,027.37	1,774,732.13	51.3%
00311 PUBLIC WORKS	12,595,090	12,595,090	5,676,995.63	1,087,474.87	995,373.06	5,922,721.30	53.0%
00420 DEVELOPMENT SERVICES	4,344,957	4,344,957	1,771,636.45	343,281.86	194,432.12	2,378,888.43	45.2%
00520 HEALTH AND HUMAN SERVICES	7,274,825	7,274,825	3,613,519.97	537,939.03	625,132.10	3,036,172.93	58.3%
00721 EDUCATION PUBLIC LIBRARY	284,554,001	284,554,001	142,277,000.46	23,712,833.41	.00	142,277,000.54	50.0%
00811 TRANSFERS TO OTHER FUNDS	7,915,000	7,915,000	2,787,498.72	464,583.12	.00	5,127,501.28	35.2%
00812 CIVIC & CULTURAL ACTIVITIES	0	0	.00	.00	.00	.00	0.0%
00813 DEBT SERVICE	0	0	.00	.00	.00	.00	0.0%
00814 PAYMENTS TO OTHER GOVERNMENTA	0	0	.00	.00	.00	.00	0.0%
00815 EMPLOYEE BENEFITS	0	0	-39,189.76	.00	.00	39,189.76	100.0%
00817 SETTLEMENTS	0	0	980.00	980.00	.00	-980.00	100.0%
00818 OTHER SUNDRY ITEMS	59,592,159	59,592,159	28,316,453.01	3,479,017.72	.00	31,275,705.99	47.5%
00820 BENEFITS & INSURANCES	33,147,000	33,147,000	26,741,476.98	2,881,806.25	.00	6,405,523.02	80.7%
00821 DEBT SERVICE	35,253,278	35,253,278	15,196,725.06	4,033,729.01	6,492,529.02	13,564,023.92	61.5%
TOTAL GENERAL FUND	535,768,191	535,768,191	272,153,177.12	45,153,927.53	10,178,047.39	253,436,966.17	52.7%

**FY 2009-10**

**MONTHLY  
REVENUE &  
EXPENDITURE  
REPORT**

**NOVEMBER 2009**



# CITY OF HARTFORD

DEPARTMENT OF FINANCE  
550 Main Street  
Hartford, Connecticut 06103

EDDIE A. PEREZ  
Mayor

Telephone: (860) 757-9600  
Fax: (860) 722-6024  
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CHRISTOPHER J. WOLF, CPA  
Director

December 8, 2009

To: The Honorable Mayor Eddie A. Perez,  
Council President Calixto Torres, and  
Members of the Court of Common Council

From: Christopher J. Wolf  
Director of Finance

Subject: Monthly Financial Report

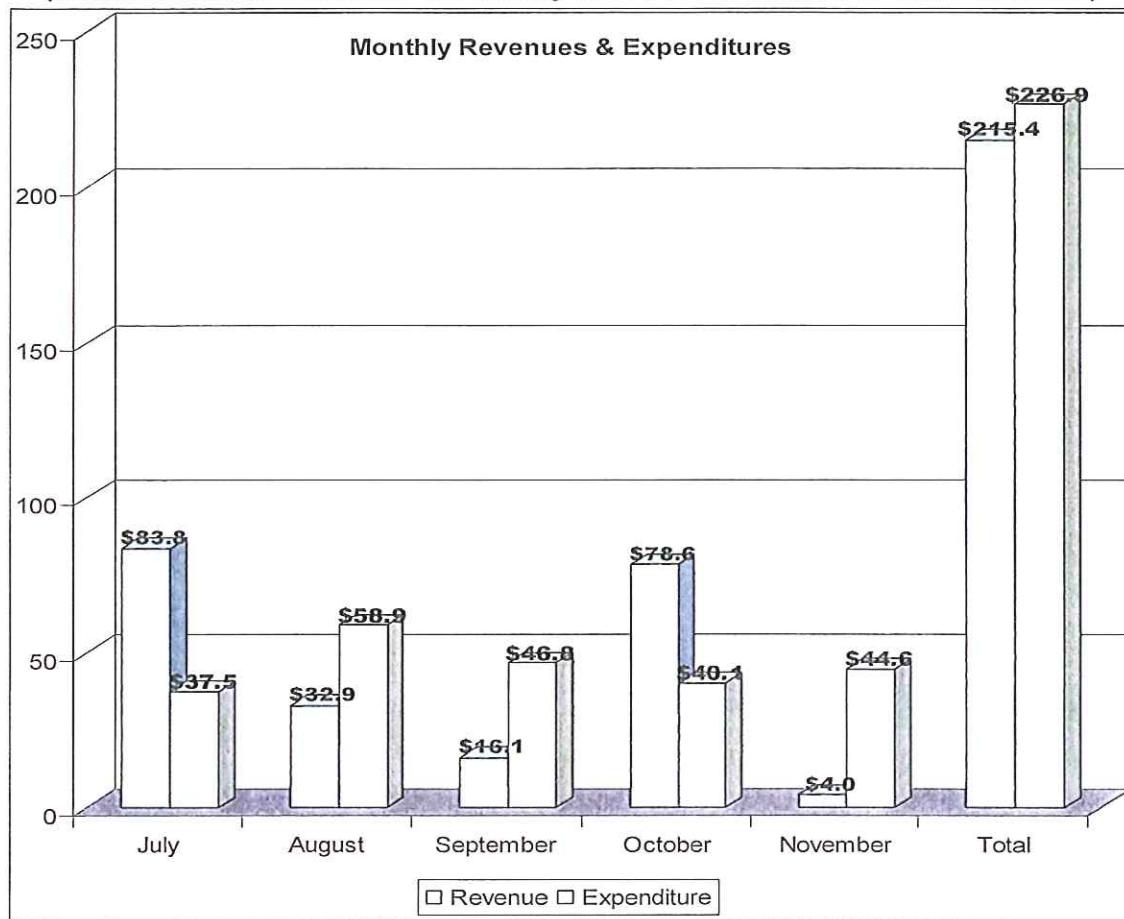
Attached is the November 2009 monthly financial report in accordance with Charter Sec. 5 (a) (1) (iii). The report provides budgetary information from the MUNIS financial management system as of the month end.

Generally accepted accounting principles for municipalities do not provide for the systematic apportionment or allocation of revenues and expenditures to monthly accounting periods. Accordingly, the amounts reflected in the City's financial management system reflect the posting to various accounts in the accounting period that represents the recording period of a transaction – not necessarily the period that revenues are earned or expenditures are incurred.

Additionally, in accordance with your request, attached are other system generated reports and information to assist in the analysis and understanding of the financial data.

The Finance Department would be happy to respond to any questions that you may have regarding this report.

**Municipal Monthly Revenue and Expenditure Report**  
**Fiscal Year 2009-2010 as of November 30, 2009**  
**(Includes Board of Education and Library as Pro-rated Amounts of Total Allocation)**



Budget by Organization

	Annual	November	Cumulative		Cumulative to Budget	Percentage Collected
			FY 09-10	Variance to Budget		
Revenue	535.7	4.0	215.4	320.3	40%	Collected
Expenditure	<u>535.7</u>	<u>44.6</u>	<u>226.9</u>	<u>308.8</u>	<u>44%</u>	Expended
Variance	0	-36.14	-11.5	23.1	-4%	Variance

Expenditures by Entity

	Budget	November				
Municipal	243.3	20.2	106.1	137.2	44%	Expended
*BOE	284.5	23.7	118.5	166.0	42%	Expended
*Library	<u>7.9</u>	<u>0.7</u>	<u>2.3</u>	<u>5.6</u>	<u>29%</u>	Expended
	<b>535.7</b>	<b>44.6</b>	<b>226.9</b>	<b>308.8</b>	<b>42%</b>	Total Expense

\*Financial note:

For the purpose of Municipal reporting the BOE (Fund 1003) and the Hartford Public Library (Fund 2012) monthly expenditures are being prorated by twelve equal contributions. Minor variances may occur due to rounding. Due to the fact that the City does not close after each month, prior month numbers may change from report to report due to corrections made subsequent to the report being issued. The cumulative figures reflect total revenue and expense for the year as of the date of the report.

**City of Hartford**  
**Schedule of Estimated and Actual Revenues**  
**For the period ending November 30, 2009**

	Original Budget	Budget Amendments	Adjusted Budget	Current Month Actual Revenue	YTD Actual Revenue	Remaining Balance	PCT Collected
41 TAXES	\$ 263,016,986	\$ -	\$ 263,016,986	\$ 1,129,508.97	\$ 128,477,230.46	\$ 134,539,755.54	48.8 %
42 LICENSES & PERMITS	7,803,660	-	7,803,660	251,417.60	1,706,554.41	6,097,105.59	21.9 %
43 FINES FORFEITS PENALTIES	248,000	-	248,000	19,020.00	110,329.05	137,670.95	44.5 %
44 INT & RENTAL INCOME	4,288,389	-	4,288,389	175,279.10	2,009,784.38	2,278,604.62	46.9 %
45 INTERGOVERNMENTAL	247,269,696	-	247,269,696	1,581,121.56	79,431,558.85	167,838,137.15	32.1 %
46 CHARGES FOR SERVICES	3,181,660	-	3,181,660	269,331.72	1,128,153.52	2,053,506.48	35.5 %
47 REIMBURSEMENTS	3,556,450	-	3,556,450	296,831.38	616,935.23	2,939,514.77	17.3 %
48 OTHER REVENUE	1,961,150	-	1,961,150	137,156.90	214,117.45	1,747,032.55	10.9 %
53 OTHER FINANCING SOURCES	4,442,200	-	4,442,200	106,271.72	1,605,506.24	2,836,693.76	36.1 %
<b>TOTAL GENERAL FUND</b>	<b>\$ 535,768,191</b>	<b>\$ -</b>	<b>\$ 535,768,191</b>	<b>\$ 3,965,938.95</b>	<b>\$ 215,300,169.59</b>	<b>\$ 320,468,021.41</b>	<b>40.2 %</b>

City of Hartford  
**Schedule of Appropriations Compared to Expenditures**  
For the period ending November 30, 2009

	Original Budget	Budget Transfers	Adjusted Budget	Current Month Exp & Enc	YTD Expended	Encumbrances Outstanding	Remaining Balance	PCT Exp
<b>010 General Government</b>							\$ 958,873.34	41.40 %
00111 MAYOR'S OFFICE	\$ 1,636,699	\$ -	\$ 1,636,699	\$ 96,015.24	\$ 677,825.66	\$ -	\$ 369,451.03	40.00 %
00112 COURT OF COMMON COUNCIL	616,070	-	616,070	49,760.74	246,618.97	-	316,528.75	39.40 %
00113 TREASURER	522,266	-	522,266	40,328.02	205,737.25	-	317,929.98	46.60 %
00114 REGISTRARS OF VOTERS	594,966	-	594,966	118,415.47	277,036.02	-	952,716.44	39.70 %
00116 CORPORATION COUNSEL	1,579,814	-	1,579,814	126,384.83	609,378.76	17,718.80	387,934.02	52.60 %
00117 TOWN & CITY CLERK	818,942	-	818,942	42,269.39	425,670.98	5,337.00	290,638.80	37.70 %
00118 INTERNAL AUDIT	466,715	-	466,715	33,433.16	176,076.01	-	2,068,082.00	41.70 %
00122 METRO HARTFORD INFORMATION SER	3,545,282	-	3,545,282	295,440.00	1,477,200.00	-	2,266,985.17	36.60 %
00123 FINANCE	3,575,970	-	3,575,970	220,159.76	1,303,868.65	5,116.18	802,886.00	37.90 %
00125 PERSONNEL	1,293,555	-	1,293,555	71,505.34	490,669.00	-	554,584.28	26.20 %
00126 OFFICE OF HUMAN RELATIONS	751,415	-	751,415	38,162.26	192,188.79	4,641.93	791,069.42	36.00 %
00128 OFFICE OF MANAGEMENT & BUDGET	1,236,128	-	1,236,128	59,550.14	443,699.78	1,358.80	800,242.62	71.00 %
00129 OFFICE FOR YOUTH SERVICES	2,761,452	-	2,761,452	38,215.16	1,555,374.38	405,83.50	302,925.08	52.10 %
00130 OFFICE FOR YOUNG CHILDREN	631,768	-	631,768	13,777.17	277,001.96	51,84.96		
<b>TOTAL General Government</b>	<b>20,031,042</b>		<b>20,031,042</b>	<b>1,243,411.68</b>	<b>8,353,346.21</b>	<b>491,848.67</b>	<b>11,180,846.93</b>	<b>44.20 %</b>
<b>020 Public Safety</b>								
00211 FIRE	30,886,932	-	30,886,932	2,289,944.15	12,439,033.77	391,931.24	18,055,966.99	41.50 %
00212 POLICE	36,528,537	-	36,528,537	2,884,301.26	15,121,412.58	1,080,900.08	20,326,224.22	44.40 %
00213 EMERGENCY SERVICES & TELECOMMU	3,645,370	-	3,645,370	(75,646.96)	1,387,446.75	155,220.15	2,102,703.10	42.30 %
<b>TOTAL Public Safety</b>	<b>71,060,839</b>		<b>71,060,839</b>	<b>5,098,598.45</b>	<b>28,947,893.10</b>	<b>1,628,051.47</b>	<b>40,484,894.31</b>	<b>43.00 %</b>
<b>030 Public Works</b>								
00311 PUBLIC WORKS	<u>12,595,090</u>	-	<u>12,595,090</u>	<u>832,359.75</u>	<u>4,589,520.76</u>	<u>1,140,513.69</u>	<u>6,865,055.54</u>	<u>45.50 %</u>
<b>TOTAL Public Works</b>	<b>12,595,090</b>		<b>12,595,090</b>	<b>832,359.75</b>	<b>4,589,520.76</b>	<b>1,140,513.69</b>	<b>6,865,055.54</b>	<b>45.50 %</b>
<b>040 Human Services</b>								
00520 HEALTH AND HUMAN SERVICES	7,274,825	-	7,274,825	466,591.37	3,070,467.19	785,639.71	3,418,718.10	53.00 %
<b>TOTAL Human Services</b>	<b>7,274,825</b>		<b>7,274,825</b>	<b>466,591.37</b>	<b>3,070,467.19</b>	<b>785,639.71</b>	<b>3,418,718.10</b>	<b>53.00 %</b>
<b>065 Economic Development</b>								
00420 DEVELOPMENT SERVICES	4,344,957	-	4,344,957	208,627.72	1,409,773.51	206,544.98	2,728,638.51	37.20 %
<b>TOTAL Economic Development</b>	<b>4,344,957</b>		<b>4,344,957</b>	<b>208,627.72</b>	<b>1,409,773.51</b>	<b>206,544.98</b>	<b>2,728,638.51</b>	<b>37.20 %</b>

**City of Hartford**  
**Schedule of Appropriations Compared to Expenditures**  
For the period ending November 30, 2009

<b>070 DEBT SERVICE</b>	<b>33,147,000</b>	<b>-</b>	<b>33,147,000</b>	<b>3,368,144.44</b>	<b>23,859,670.73</b>	<b>-</b>	<b>9,287,329.27</b>	<b>72.00 %</b>
<b>TOTAL DEBT SERVICE</b>	<b>33,147,000</b>	<b>-</b>	<b>33,147,000</b>	<b>3,368,144.44</b>	<b>23,859,670.73</b>	<b>-</b>	<b>9,287,329.27</b>	<b>72.00 %</b>
 <b>099 OVERHEAD/DISTRIBUTIVE</b>								
<b>00820 BENEFITS &amp; INSURANCES</b>	<b>59,592,159</b>	<b>-</b>	<b>59,592,159</b>	<b>3,640,296.52</b>	<b>24,656,325.41</b>	<b>-</b>	<b>34,935,833.59</b>	<b>41.38 %</b>
<b>00822 NON OP DEPT EXPENDITURES</b>	<b>35,253,278</b>	<b>-</b>	<b>35,253,278</b>	<b>1,036,065.29</b>	<b>11,154,255.56</b>	<b>7,723,446.29</b>	<b>16,375,576.15</b>	<b>53.55 %</b>
 <b>TOTAL OVERHEAD/DISTRIBUTIVE</b>	<b>94,845,437</b>	<b>-</b>	<b>94,845,437</b>	<b>4,676,361.81</b>	<b>35,810,580.97</b>	<b>7,723,446.29</b>	<b>51,311,409.74</b>	<b>45.90 %</b>
 <b>00711 EDUCATION</b>								
<b>00721 HARTFORD PUBLIC LIBRARY</b>	<b>284,554,001</b>	<b>-</b>	<b>284,554,001</b>	<b>23,712,833.41</b>	<b>118,564,167.05</b>	<b>-</b>	<b>165,989,833.95</b>	<b>41.70 %</b>
 <b>TOTAL GENERAL FUND</b>	<b>\$ 7,915,000</b>	<b>-</b>	<b>7,915,000</b>	<b>464,583.12</b>	<b>2,322,915.60</b>	<b>-</b>	<b>5,592,084.40</b>	<b>29.30 %</b>
	<b>\$ 535,768,191</b>	<b>\$ -</b>	<b>\$ 535,768,191</b>	<b>\$ 40,071,511.75</b>	<b>\$ 226,933,335.12</b>	<b>\$ 11,976,044.81</b>	<b>\$ 296,858,810.75</b>	<b>44.60 %</b>

**MUNIS FINANCIAL MANAGEMENT SOLUTIONS**  
WELCOME TO THE NEIGHBORHOOD

12/08/2009 10:22  
STUAA001

CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 05

ACCOUNTS FOR:  
1001 GENERAL FUND

		ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
00111	MAJOR'S OFFICE	1,636,699	1,636,699	677,825.66	96,015.24	.00	958,873.34	41.4%
00112	COURT OF COMMON COUNCIL	616,070	616,070	246,618.97	49,760.74	.00	369,451.03	40.0%
00113	TREASURER	522,266	522,266	205,737.25	40,328.02	.00	316,528.75	39.4%
00114	REGISTRARS OF VOTERS	594,966	594,966	277,036.02	118,415.47	.00	317,929.98	46.6%
00116	CORPORATION COUNSEL	1,579,814	1,579,814	609,378.76	126,384.83	17,718.80	952,716.44	39.7%
00117	TOWN & CITY CLERK	818,942	818,942	425,670.98	42,269.39	5,337.00	387,934.02	52.6%
00118	INTERNAL AUDIT	466,715	466,715	176,076.01	33,433.16	.00	290,638.80	37.7%
00122	METRO HARTFORD INFORMATION SE	3,575,282	3,545,282	1,477,200.00	295,440.00	.00	2,068,082.17	41.7%
00123	FINANCE	3,575,970	3,575,970	1,303,868.65	220,159.76	5,116.18	2,266,985.17	36.6%
00125	PERSONNEL	1,293,555	1,293,555	490,669.00	71,505.34	.00	802,886.00	37.9%
00126	OFFICE OF HUMAN RELATIONS	751,415	751,415	192,188.79	38,162.26	4,641.93	554,584.28	26.2%
00128	OFFICE OF MANAGEMENT & BUDGET	1,236,128	1,236,128	443,699.78	59,550.14	1,358.80	791,069.42	36.0%
00129	OFFICE FOR YOUTH SERVICES	2,761,452	2,761,452	1,555,374.38	38,215.16	405,835.00	800,242.62	71.0%
00130	OFFICE FOR YOUNG CHILDREN	631,768	631,768	277,001.96	13,772.17	51,840.96	302,925.08	52.1%
00211	FIRE	30,886,932	30,886,932	12,439,033.77	2,289,944.15	391,931.24	18,055,966.99	41.5%
00212	POLICE	36,528,537	36,528,537	15,121,412.58	2,884,301.26	1,080,900.08	20,326,224.22	44.4%
00213	EMERGENCY SERVICES & TELECOMM	3,645,370	3,645,370	1,387,446.75	-75,646.96	1,155,220.15	2,102,703.10	42.3%
00311	PUBLIC WORKS	12,595,090	12,595,090	4,589,520.76	832,359.75	1,140,513.69	6,865,055.54	45.5%
00420	DEVELOPMENT SERVICES	4,344,957	4,344,957	1,409,773.51	208,627.72	1,206,544.98	2,728,638.51	37.2%
00520	HEALTH AND HUMAN SERVICES	7,274,825	7,274,825	3,070,467.19	466,591.37	785,639.71	3,418,718.10	53.0%
00711	EDUCATION	284,554,001	284,554,001	118,564,167.05	23,712,833.41	.00	165,989,833.95	41.7%
00721	HARTFORD PUBLIC LIBRARY	7,915,000	7,915,000	2,322,915.60	464,583.12	.00	5,592,084.40	29.3%
00811	TRANSFERS TO OTHER FUNDS	0	0	0	0.00	.00	.00	0.0%
00812	CIVIC & CULTURAL ACTIVITIES	0	0	0	0.00	.00	.00	0.0%
00813	DEBT SERVICE	0	0	0	0.00	.00	.00	0.0%
00814	PAYMENTS TO OTHER GOVERNMENTA	0	0	-39,189.00	-39,189.00	.00	39,189.76	100.0%
00815	EMPLOYEE BENEFITS	0	0	-39,189.76	-2,800.00	.00	.00	0.0%
00817	SETTLEMENTS	0	0	0.00	0.00	.00	.00	0.0%
00818	OTHER SUNDY ITEMS	0	0	0.00	3,682,286.28	.00	34,896,643.83	41.4%
00820	BENEFITS & INSURANCES	59,592,159	59,592,159	24,695,515.17	3,368,144.44	.00	9,287,329.27	72.0%
00821	DEBT SERVICE	33,147,000	33,147,000	23,859,670.73	1,036,065.29	7,723,446.29	16,375,576.15	53.5%
00822	NON OP DEPT EXPENDITURES	35,253,278	35,253,278	11,154,255.56	.00	.00	.00	0.0%
	TOTAL GENERAL FUND	535,768,191	535,768,191	226,933,335.12	40,071,511.75	11,976,044.81	296,858,810.75	44.6%

MUNIS FINANCIAL MANAGEMENT SOLUTIONS  
WELCOME TO THE NEIGHBORHOOD

12/08/2009 10:37  
STUAA001

CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 05

ACCOUNTS FOR:  
1001 GENERAL FUND

ORIGINAL  
ESTIM REV  
REVISED  
EST REV

ACTUAL YTD  
REVENUE

ACTUAL MTD  
REVENUE

PCT  
COLL

4.1 TAXES

123003	411101 CURRENT YEAR TAX LEVY	0	0	1,379.36	-382.25	-1,379.36
123003	411206 COLL OF TAXES WRITTEN	0	0	-111.04	-111.04	100.0%
123003	411208 INTEREST AND LIENS	0	0	-83.20	-126.37	100.0%
123007	411101 CURRENT YEAR TAX LEVY	245,366,986	245,366,986	124,533,542.82	510,212.69	120,833,443.18
123007	411205 PRIOR YEAR LEVIES	5,850,000	5,850,000	3,104,223.20	468,584.33	2,745,776.80
123007	411206 COLLECTION OF TAX WRI	300,000	300,000	42,756.11	11,008.24	257,241.89
123007	411208 INTEREST AND LIENS	3,000,000	3,000,000	795,521.21	140,323.37	2,204,478.79
123007	411209 TAX LIEN SALES	8,500,000	8,500,000	.00	.00	8,500,000.00
TOTAL TAXES		263,016,986	263,016,986	128,477,230.46	1,129,508.97	134,539,755.54
						48.8%

4.2 LICENSES & PERMITS

117002	423281 MARRIAGE LICENSES	35,000	35,000	11,883.50	2,490.00	23,116.50
117002	423282 MARRIAGE LICENSE-SURC	1,400	1,400	2,393.00	-4,321.00	1,007.00
117002	423283 BODY REMOVAL PERMITS	6,500	6,500	2,646.00	435.00	3,854.00
117002	423285 CREMATION PERMITS	2,000	2,000	879.00	159.00	1,121.00
211002	422271 GAS PUMP & TANK PERMI	8,000	8,000	100.00	.00	7,900.00
211002	423201 TRANS&STOR OF EXPLOV	3,600	3,600	1,000	1,000	2,034.00
211002	423295 PISTOL PERMITS	5,500	5,500	3,465.25	1,120.00	63,0%
311002	421101 PARKING METERS	20,000	20,000	10,221.00	0.00	9,779.00
311002	422426 STREET/SIDEWALK LICEN	5,000	5,000	325.00	.00	4,675.00
311002	422427 STREET EXCAVATION LIC	2,000	2,000	625.00	.00	1,375.00
311002	423163 STREET SIDEWALK PERMI	4,000	4,000	22,150.00	3,450.00	17,850.00
311002	423164 OBSTRUCTION/PERMITS	75,000	75,000	44,063.40	124.88	30,936.60
311006	423167 TRASH HAULERS OVER 12	0	0	13,490.00	7,150.00	-13,490.00
420009	421102 DESIGNATED VENDOR PAR	8,000	8,000	1,500.00	500.00	6,500.00
420009	422255 PAWNBROKERS LICENSES	400	400	50.00	.00	350.00
420009	422261 SECOND HAND DEALERS L	400	400	100.00	10.00	300.00
420009	422263 VENDOR'S LICENSES	20,000	20,000	15,045.00	1,405.00	4,955.00
420009	422281 ROOMING HOUSE LICENSE	2,000	2,000	400.00	400.00	1,600.00
420009	422285 EXTENDED HOURS LICENS	1,800	1,800	600.00	100.00	20,000.00
420009	423151 BUILDING PERMITS	4,200,000	4,200,000	815,230.92	68,622.36	3,384,769.08
420009	423153 ELECTRICAL PERMITS	1,500,000	1,500,000	289,301.14	92,167.40	1,210,698.86
420009	423155 PLUMBING PERMITS	400,000	400,000	108,765.04	28,441.90	291,234.96
420009	423158 MECHANICAL PERMITS	1,100,000	1,100,000	194,451.16	37,088.06	905,548.84
420009	423161 SIGN & MARQUEE PERMIT	15,000	15,000	5,250.00	575.00	9,050.00
420009	423166 PERMIT LATE FEE	7,500	7,500	.00	.00	6,950.00

MUNIS FINANCIAL MANAGEMENT SOLUTIONS  
WELCOME TO THE NEIGHBORHOOD

12/08/2009 10:37  
STUAA001

CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 05

ACCOUNTS FOR: 1001 GENERAL FUND	ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	PCT COLL
420009 423293 BAZAARS AND RAFFLES	300	300	225.00	.00	75.00	75.0%*
420009 423297 REHABILITATION HOME L	0	0	20.00	.00	-20.00	100.0%*
420009 423299 CERTIFICATE OF OCCUPAN	25,000	25,000	16,625.00	3,325.00	8,375.00	66.5%*
420015 422283 COMMERCIAL PARKING LO	22,500	22,500	147,500.00	8,425.00	22,500.00	49.2%*
520001 422131 FOOD & MILK DEALER LI	300,000	300,000			152,500.00	
TOTAL LICENSES & PERMITS	7,803,660	7,803,660	1,706,554.41	251,417.60	6,097,105.59	21.9%
43 FINES FORFEITS PENAL						
213004 431105 FALSE ALARM CITATIONS	225,000	225,000	104,983.05	16,941.00	120,016.95	46.7%*
311006 431104 MISC.CITATION	20,000	20,000	5,346.00	2,079.00	20,000.00	0%*
520001 431103 HEALTH SANITATION CIT	3,000	3,000			-2,346.00	178.2%*
TOTAL FINES FORFEITS PENAL	248,000	248,000	110,329.05	19,020.00	137,670.95	44.5%
44 INT & RENTAL INCOME						
113002 441101 INTEREST REPURCHASE A	50,000	337,500	254,980.06	58,040.25	50,000.00	0%*
113002 441141 GENERAL FUND INTEREST	3,500	3,500	.00	.00	82,519.94	75.5%*
113002 441146 SPECIAL ACTIVITIES FU	25,000	25,000	.00	.00	3,500.00	0%*
113002 441195 SELF INSURANCE FUND I	160,000	160,000	41,666.65	8,333.33	25,000.00	0%*
123000 442172 GOLF COURSE LEASES	132,000	132,000	55,000.00	11,000.00	118,333.35	66.0%*
123000 442178 RENTAL OF PARKING LOT	60,192	60,192	25,880.00	5,016.00	77,000.00	41.1.7%*
123000 442182 RENTS FROM TENANTS	16,600	16,600	7,558.02	1,246.76	34,312.00	43.0%*
123000 442185 INTEREST ON LOANS	20,000	20,000	12,407.58	2,080.84	9,041.98	45.5%*
123000 442187 PRINCIPAL ON LOANS	110,590	110,590	4,766.65	833.33	7,592.42	62.0%*
123000 442199 RENT OF PROP-ALL OTHE	370,000	370,000	193,002.81	40,061.70	105,823.35	4.3%*
123000 443133 THE RICHARDSON BUILDI	21,000	21,000	8,736.66	.00	176,997.19	52.2%*
123000 443141 BILLINGS FORGE	120,000	120,000	.00	.00	12,263.34	41.6%*
123000 443143 SHEPHERD PARK	36,000	36,000	18,072.00	.00	120,000.00	0%*
123000 443150 UNDERWOOD TOWER PILOT	2,255,593	2,255,593	667,874.34	.00	117,928.00	50.2%*
123000 443155 CIVIC CENTER LEASE/CD	50,000	50,000	20,833.35	4,166.67	1,587,718.66	29.6%*
123000 443157 CT CENTER FOR PERFORM	56,000	56,000	30,199.36	15,685.37	29,166.65	41.7%*
123000 443160 CRRA - NEOH COLLECTIO	200,000	200,000	549,031.50	.00	25,800.64	53.9%*
123000 443161 CRRA BULKY WASTE					-349,031.50	274.5%*
311002 442176 RENTAL-525 MAIN STREE	24,066	24,066	8,515.00	3,526.00	15,551.00	35.4%*
311002 442178 RENTAL OF PARKING LOT	39,000	39,000	16,590.00	3,610.00	22,410.00	42.5%*
311002 442179 RENTAL OF PROP-FLOOD	132,588	132,588	49,136.00	5,580.00	83,452.00	37.1%*
311007 442181 RENTAL OF PARK PROPER	14,760	14,760	8,150.00	120.00	6,610.00	55.2%*

**MUNIS FINANCIAL MANAGEMENT SOLUTIONS**  
WELCOME TO THE NEIGHBORHOOD

12/08/2009 10:37  
STUAA001

CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 05

ACCOUNTS FOR:  
1001 GENERAL FUND

ACCOUNTS FOR:	ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	PCT COLL
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5200000 442199 RENT OF PROP-ALL OTHER  
5200003 442181 RENTAL OF PARK PROPER

5200000 442199 RENT OF PROP-ALL OTHER	45,000	45,000	35,781.19	15,978.85	9,216.81	7.5%
5200003 442181 RENTAL OF PARK PROPER	9,000	9,000	11,603.21	.00	7,396.79	17.8%
<b>TOTAL INT &amp; RENTAL INCOME</b>	<b>4,288,389</b>	<b>4,288,389</b>	<b>2,009,784.38</b>	<b>175,279.10</b>	<b>2,278,604.62</b>	<b>46.9%</b>

45 INTERGOVERNMENTAL

1230000 4522988 MASHANTUCKET PEQUOT F PROPERTY TAX RELIEF G	8,919,623	8,919,623	.00	.00	8,919,623.00	.0%
1230000 4529995 PROPERTY TAX RELIEF G JUDICIAL BRANCH REV D	0	0	9,392.73	.00	-9,392.73	100.0%
1230000 4529997 STATE OWNED PROPERTY TAX EXEMP FOR THE ELD	42,000	42,000	.00	.00	42,000.00	.0%
1230000 453121 STATE OWNED PROPERTY TAX EXEMPT-SOC SE	11,488,639	11,488,639	11,508.085	.35	-19,446.35	100.2%
1230000 453123 DISABIL EXEMPT-SOC SE	330,000	330,000	3,983.50	.00	326,016.50	1.2%
1230000 453127 PRIV TAX EXEMPT-PROPE	8,000	8,000	.00	.00	8,000.00	.0%
1230000 453131 MANUFACTURERS' FACILI	23,481,481	23,481,481	23,191,375	.91	290,105.09	98.3%
1230000 453132 PHONE ACCESS LN TAX S	58,000	58,000	.00	.00	58,000.00	.0%
1230000 453135 PHONE ACCESS LN TAX S	750,000	750,000	.00	.00	750,000.00	.0%
1230000 453136 VETERANS EXEMPTIONS	60,500	60,500	.00	.00	60,500.00	.0%
1230000 453137 CT RCRS REC AUTHORITY	4,400,000	4,400,000	2,080,141	.32	2,319,858.68	47.3%
1230000 453141 PILOT CHURCH HOMES IN	90,000	90,000	74,745	.43	2,115,254.57	50.1%
1230000 453142 PILOT SIGOURNEY NEWS	27,300	27,300	13,650	.00	13,650.00	50.0%
1230000 453143 PILOT FOR NEW MFG EQU	2,000,000	2,000,000	.00	.00	2,000,000.00	.0%
1230000 453144 PILOT FOR CT CTR FOR	2,290,000	2,290,000	.00	.00	2,290,000.00	.0%
1230000 453146 PILOT TRINITY COLLEGE	15,000	15,000	.00	.00	15,000.00	.0%
1230000 453148 PILOT EL MERCADO	5,423	5,423	5,423	.28	-28	100.0%
1230000 453149 PILOT FOR HARTFORD 21	500,000	500,000	.00	.00	500,000.00	.0%
1230000 454281 GR REC TAX-PARI MUTUE	320,000	320,000	133,108	.19	186,891.81	41.6%
2130000 451102 ST/FED GRT-CIVIL DEFE	60,000	60,000	30,000	.00	30,000.00	50.0%
2130006 452324 STATE REIMBURSEMENTS	250	250	6,655	.00	-6,405.00	266.2%
3110002 452441 HIGHWAY GRANT	551,286	551,286	.00	.00	551,286.00	.0%
5200001 452562 CONS NETWORK TRANSP	283,150	0	.00	.00	.00	.0%
520014 452563 HOME HELP CARE GRANT	85,000	0	.00	.00	.00	.0%
520016 452562 CONS NETWORK TRANSP	0	283,150	96,497	.41	36,703	.00
520019 452563 HOME HELP CARE GRANT	0	85,000	29,842	.00	55,158.00	34.1%
711000 452150 EDUCATION COST SHARIN	187,974,890	187,974,890	40,289	.364	147,685,526.00	21.4%
711000 452152 BOND INT SUB ON SCH P	708,625	708,625	370,410	.47	338,214.53	52.3%
711000 452156 HEALTH&WELFARE-PRIV S	37,966	37,966	.00	.00	37,966.00	0.0%
711000 452159 SCH BUILD GRT-SERIAL	1,612,226	1,612,226	1,588,884	.26	23,341.74	98.6%
711000 452163 TRANSPORTATION GRANT	3,170,337	3,170,337	.00	.00	3,170,337.00	.0%
<b>TOTAL INTERGOVERNMENTAL</b>	<b>247,269,696</b>	<b>247,269,696</b>	<b>79,431,558</b>	<b>.85</b>	<b>1,581,121.56</b>	<b>32.1%</b>

46 CHARGES FOR SERVICES

114001 461363 DATA PROC CHARGES-OUT

7,710	7,710	85.00	.00
7,625.00	7,625.00	.00	1.1%

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MUNIS FINANCIAL MANAGEMENT SOLUTIONS  
WELCOME TO THE NEIGHBORHOOD

12/08/2009 10:37  
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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 05

ACCOUNTS FOR:  
1001 GENERAL FUND

	ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	PCT COLL
116003 461371 TRANSCRIPT OF RECORDS	1,200	1,200	179.50	35,430.05	1,020.50	15.0%*
117001 413122 CONVEYANCE TAX	1,100,000	1,100,000	214,808.79	17,585.00	885,191.21	19.5%*
117001 461221 FILING RECORD-CERTIF	375,000	375,000	104,982.00	2,592.00	270,018.00	28.0%*
117001 461224 NOTARY PUBLIC-CERTIFI	5,000	5,000	468.00	3,360.00	2,408.00	51.8%*
117001 461225 DOMESTIC PARTNERSHIP	4,000	4,000	150.00	17,390.00	4,000.00	90.0%*
117001 461226 AIRPLANE REGISTRATION	19,000	19,000	3,810.00	5,938.00	1,610.00	91.5%*
117001 461371 TRANSCRIPT OF RECORDS	62,000	62,000	31,098.00	1,000	30,902.00	50.2%*
117001 461372 HUNTING & FISHING LIC	1,000	1,000	76.50	162.00	923.50	7.7%*
117001 461373 DOG TRANSFER TAGS	350	350	221,088.50	48,075.00	188.00	4.6.3%*
117002 461371 TRANSCRIPT OF RECORDS	500,000	500,000	5,313.00	98.00	278,911.50	4.4.2%*
117002 463284 OTHER SERVICE CHARGES	20,000	20,000	0.00	0.00	14,687.00	26.6%*
117002 464147 NON-RES-BIRTH&DEATH C	10,000	10,000	0.00	0.00	10,000.00	100.0%*
123001 417403 TRANSCRIPT OF RECORDS	0	0	7.00	3.50	-7.00	10.0%*
123001 461382 PAYROLL RECORD W-2 RE	500	500	0.00	0.00	500.00	100.0%*
123007 461385 CREDIT CARD CONV FEE	0	0	3,131.19	296.36	-3,131.19	10.0.0%*
125000 461383 PUBLIC SAFETY APPLICA	7,500	7,500	3,050.00	2,275.00	4,450.00	40.7%*
129001 463174 CONSULTING SERVICES	0	0	3,165.00	0.00	-3,165.00	100.0%*
211000 462246 FIRE BILLING - EMERGE	4,000	4,000	0.00	0.00	4,000.00	100.0%*
211002 461371 TRANSCRIPT OF RECORDS	1,500	1,500	183.50	50.00	1,316.50	12.8%*
211002 462242 SPEC FIRE PROTECT SER	200,000	200,000	66,744.73	12,046.10	133,255.27	33.4%*
211002 462243 THEATRE FIRE PROTECTI	10,000	10,000	0.00	0.00	10,000.00	100.0%*
211002 462245 OTHER MAINT & SERVICE	1,500	1,500	288.50	0.00	1,211.50	19.2%*
211002 462247 PUBLIC ASSEMBLY LICEN	6,200	6,200	0.00	0.00	6,200.00	100.0%*
211002 462248 FLAMMABLE LIQUID STOR	3,600	3,600	2,468.44	1,593.44	1,131.56	6.8.6%*
211002 462249 FLAMMABLE LIQUID STOR	2,000	2,000	0.00	0.00	2,000.00	100.0%*
211002 462250 KNOX BOX	10,000	10,000	1,600.00	200.00	8,400.00	16.0%*
211002 462251 LIQUOR LICENSE FEES	21,800	21,800	6,900.00	2,300.00	14,900.00	31.7%*
212011 462110 STATE WIDE NARCOTICS	20,000	20,000	3,000.00	1,500.00	17,000.00	15.0%*
212011 462118 FBI JOINT TERRORISM T	0	0	33,936.87	0.00	-33,936.87	100.0%*
212011 462119 CLICK IT OR TICKET	0	0	13,815.49	100.00	-13,815.49	100.0%*
212016 461371 TRANSCRIPT OF RECORDS	20,000	20,000	4,479.99	1,883.99	15,520.01	22.4%*
212016 462117 CHARGES FOR BACKGROUND	30,000	30,000	5,355.00	1,875.00	24,645.00	17.9%*
212032 462101 TOWING & STORAGE IMPO	175,000	175,000	94,400.00	23,100.00	80,600.00	53.9%*
212034 463011 DOG DETENTION REVENUE	300	300	442.40	50.00	-142.40	14.7.5%*
311002 462245 OTHER MAINT & SERVICE	4,200	4,200	0.00	0.00	4,200.00	100.0%*
311002 463169 TRAFFIC ENGINEER REPO	500	500	0.00	0.00	500.00	0.0%*
311004 463284 OTHER SERVICE CHARGES	20,000	20,000	7,256.00	1,723.00	12,744.00	36.3%*
311006 463286 TRASH CART (CAN) FEES	25,000	25,000	5,815.00	1,015.00	19,185.00	23.3%*
311006 463288 DUMPSTER FEES - 8 CUB	24,000	24,000	6,864.87	1,117.58	17,135.13	28.6%*
311006 463289 TRASH PICK UP FEES	0	0	0.00	0.00	-117.58	100.0%*
311006 463290 EVICTION FEES	1,500	1,500	1,025.00	175.00	475.00	68.3%*
311006 463291 SCRAP METAL FEES	6,000	6,000	4,679.62	0.00	1,320.38	78.0%*
311007 469151 GRAVE OPENING FEES	12,000	12,000	11,922.00	0.00	78.00	99.4%*
420009 461371 TRANSCRIPT OF RECORDS	0	0	97.64	0.00	-97.64	100.0%*

MUNIS FINANCIAL MANAGEMENT SOLUTIONS  
WELCOME TO THE NEIGHBORHOOD

12/08/2009 10:37  
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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 05

ACCOUNTS FOR:  
1001 GENERAL FUND

		ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	PCT COLL
420009	461377 TNSPEC FEE WEIGH DEVI	20,000	20,000	140,00	.00	19,860,00	.7%
420009	461378 PUBLIC NOTICE AD FEE	10,000	10,000	1,066,41	364,14	10,000,00	.0*
420009	461381 TOWING & STORAGE IMPO	0	0	.00	.00	-1,066,41	100,0*
420009	462101 THEATERS-FIRE PROTECT	300	300	90,00	.00	300,00	.0*
420009	462243 OCCUPANCY INSPECTION	2,000	2,000	.00	.00	1,910,00	.4*
420009	469156 REPAIR & DEMOLITIONS	7,500	7,500	.00	.00	7,500,00	.0*
420009	469157 REPAIR & DEMOLITIONS	100,000	100,000	77,017,86	3,615,94	22,982,14	.77,0*
420015	461355 ZONING APPLICATION FE	20,000	20,000	2,210,00	.00	17,790,00	11,1*
420015	461357 SOIL & WATER SURCHARG	600	600	1,04,00	26,00	4,96,00	117,3*
420015	461375 SITE PLAN REVIEW	2,500	2,500	21,425,00	4,200,00	18,925,00	857,0*
520000	465203 INDIVID WELF-PAY CASE	0	0	30,545,52	10,100,77	-30,545,52	100,0*
520003	468281 BATTERSON PARK OPERAT	10,000	10,000	6,512,00	1,377,00	3,488,00	65,1*
812001	461100 SPECIAL EVENTS REVENU	0	0	-400,00	-400,00	400,00	100,0*
822001	461379 SPECIAL EVENTS	300,000	300,000	110,561,62	75,443,36	189,438,38	36,9*
	TOTAL CHARGES FOR SERVICES	3,181,660	3,181,660	1,128,153,52	269,331,72	2,053,506,48	35,5%

47 REIMBURSEMENTS

111001	477140 ATM REIMBURSEMENT	1,600	1,600	754,00	.00	846,00	47,1*
111001	478102 INDIRECT COSTS	503,478	503,478	116,173,82	116,173,82	503,478,00	47,1*
113001	478141 MERF STAFF FRINGE BEN	350,000	350,000	.00	.00	233,826,18	33,2*
113001	478142 MERF INDIRECT COSTS	75,000	75,000	.00	.00	75,000,00	0,0*
116003	477121 DAMAGES TO CITY PROPE	5,000	5,000	5,00	0	4,995,00	1,0*
116003	477125 PRIOR YR EXPEND REFUN	0	0	-243,00	0	243,00	100,0*
117001	477124 DOG ACCT-SALARY OF WA	1,500	1,500	.00	.00	1,500,00	0,0*
123000	477125 PRIOR YR EXPEND REFUN	10,000	10,000	.00	.00	10,000,00	0,0*
123000	477127 WORK COMP NORM TAX AP	260,000	260,000	64,756,31	14,836,17	195,243,69	24,9*
123000	477165 LIFE INS. RETRO PAYME	250,000	250,000	131,498,00	.00	118,502,00	52,6*
123000	477199 OTHER REIMBURSEMENTS	585,000	585,000	.00	.00	585,000,00	0,0*
123001	478102 INDIRECT COSTS	172,098	172,098	.00	.00	172,098,00	0,0*
126000	478102 INDIRECT COSTS	56,931	56,931	.00	.00	56,931,00	0,0*
128004	477199 OTHER REIMBURSEMENTS	15,000	15,000	.00	.00	15,000,00	0,0*
212034	477135 ADVERTISING LOST DOGS	350	350	239,80	17,00	110,20	68,5*
213000	478108 MISCELLANEOUS GRANTS	30,000	30,000	.00	.00	30,000,00	0,0*
311002	478102 INDIRECT COSTS	417,183	417,183	23,266,36	23,266,36	393,916,64	5,6*
420000	478115 CDBG FRINGE BENEFIT	325,000	325,000	101,747,88	14,611,12	223,252,12	3,1,3*
420004	478103 SECTION 8 MONITORING	65,000	65,000	87,991,30	87,991,30	-22,991,30	135,4*
420004	478134 FRINGE BENEFITS HOME	6,000	6,000	1,394,09	1,394,09	4,605,91	2,3,2*
420015	478102 INDIRECT COSTS	100,310	100,310	.00	.00	100,310,00	100,0*
520000	478111 FRINGE BENEFITS-HEALT	0	0	57,963,17	34,476,52	-57,963,17	100,0*
520001	478107 W I C PROGRAM	120,000	120,000	.00	.00	120,000,00	120,000,00

**MUNIS FINANCIAL MANAGEMENT SOLUTIONS**  
WELCOME TO THE NEIGHBORHOOD

12/08/2009 10:37  
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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 05

ACCOUNTS FOR:  
GENERAL FUND  
1001

	ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	FACT COLL
5200001 478116 MISCELLANEOUS HEALTH	207,000	207,000	31,388.50	4,065.00	175,611.50	15.2%*
TOTAL REIMBURSEMENTS	3,556,450	3,556,450	616,935.23	296,831.38	2,939,514.77	17.3%

48 OTHER REVENUE

116003 483105 SETTLEMENTS - OTHER	50,000	50,000	319.00	.00	49,681.00	6%*
116003 489105 SALE OF CITY PROPERTY	1,350,000	1,350,000	20,000.00	.00	1,330,000.00	1.5%*
116003 489116 MISCELLANEOUS REVENUE	220	220	4.00	.00	216.00	1.8%*
117001 489103 OVER & SHORT ACCOUNT	1,000	1,000	195.03	-5.00	804.97	1.9.5%*
117002 489103 OVER & SHORT ACCOUNT	1,150	1,150	1,417.00	421.00	-1,267.00	94.4.7%*
117002 489116 MISCELLANEOUS REVENUE	11,000	11,000	3,125.00	459.50	7,875.00	28.4%*
117002 489116 MISCELLANEOUS REVENUE	439,530	439,530	57,795.40	57,206.60	381,734.60	13.1%*
123000 489116 MISCELLANEOUS REVENUE	0	0	-50.00	1,470.00	50.00	100.0%*
123000 489116 MISCELLANEOUS REVENUE	50,000	50,000	47,154.98	1,470.00	2,845.02	94.3%*
123004 489127 SALE CITY SURPLUS EQU	0	0	-520.64	.40	520.64	100.0%*
123007 489104 CASHIER OVER & SHORT	0	0	47,024.91	392.17	-47,024.91	100.0%*
123007 489116 MISCELLANEOUS REVENUE	0	0	2,738.50	-13,815.49	261.50	91.3%*
125000 489116 MISCELLANEOUS REVENUE	3,000	3,000	440.50	.00	1,000.00	10.0%*
212000 489101 DONATIONS & CONTRIBUT	0	0	3,554.15	.00	16,445.85	17.8%*
212001 489116 MISCELLANEOUS REVENUE	20,000	20,000	13,846.45	3,426.22	1,000.00	9.0%*
212017 453000 SALE OF CITY PROPERTY	1,000	1,000	2,912.00	413.00	88.00	97.1%*
212034 489103 SALE OF DOGS	3,000	3,000	2,912.00	413.00	250.00	0.0%*
213000 489116 MISCELLANEOUS REVENUE	250	250	.00	.00	5,701.00	5.0%*
311006 489115 MISCELLANEOUS SALES	6,000	6,000	299.00	.00	3,203.33	81.2%*
311007 489116 MISCELLANEOUS REVENUE	17,000	17,000	13,796.67	3,426.22	-2,846.45	156.9%*
420004 489116 MISCELLANEOUS REVENUE	5,000	5,000	7,846.45	3,200.00	3,680.00	8.0%*
420009 489116 MISCELLANEOUS REVENUE	4,000	4,000	2,946.00	.00	-2,946.00	100.0%*
420015 489116 MISCELLANEOUS REVENUE	0	0	890.00	890.00	-890.00	100.0%*
520001 489106 NON-GOVERN GRITS & CON	0	0	2,350.00	0	-2,350.00	100.0%*
520001 489101 DONATIONS & CONTRIBUT	0	0	.00	85,868.00	.00	.0%*
820002 489116 MISCELLANEOUS REVENUE	0	0	.00	.00	.00	.0%*
TOTAL OTHER REVENUE	1,961,150	1,961,150	214,117.45	137,156.90	1,747,032.55	10.9%

53 OTHER FINANCING SCRS

113002 441142 TRANSFER IN - CAP IMP	600,000	600,000	205,252.88	106,271.72	394,747.12	34.2%*
123000 442192 REVENUE FROM HTFD PKG	1,842,200	1,000,000	.00	.00	842,200.00	54.3%*
123000 482106 PREMIUM FROM BOND SAL	500,000	500,000	.00	.00	500,000.00	0.0%*
212023 462109 SPECIAL POLICE SERVIC	375,000	375,000	100,063.34	.00	274,936.66	26.7%*

MUNIS FINANCIAL MANAGEMENT SOLUTIONS  
WELCOME TO THE NEIGHBORHOOD

12/08/2009 10:37  
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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 05

ACCOUNTS FOR:  
1001 GENERAL FUND

	ORIGINAL ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL MTD REVENUE	REMAINING REVENUE	PCT COLL
212024 462109 SPECIAL POLICE SERVIC	375,000	375,000	100,063.34	.00	274,936.66	26.7%*
212025 462109 SPECIAL POLICE SERVIC	375,000	375,000	100,063.34	.00	274,936.66	26.7%*
212026 462109 SPECIAL POLICE SERVIC	375,000	375,000	100,063.34	.00	274,936.66	26.7%*
TOTAL OTHER FINANCING SCRS	4,442,200	4,442,200	1,605,506.24	106,271.72	2,836,693.76	36.1%
TOTAL GENERAL FUND	535,768,191	535,768,191	215,300,169.59	3,965,938.95	320,468,021.41	40.2%
TOTAL REVENUES	535,768,191	535,768,191	215,300,169.59	3,965,938.95	320,468,021.41	

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**FY 2009-10**

**MONTHLY  
REVENUE &  
EXPENDITURE  
REPORT**

**OCTOBER 2009**



# CITY OF HARTFORD

DEPARTMENT OF FINANCE  
550 Main Street  
Hartford, Connecticut 06103

EDDIE A. PEREZ  
Mayor

Telephone: (860) 757-9600  
Fax: (860) 722-6024  
[www.hartford.gov](http://www.hartford.gov)

CHRISTOPHER J. WOLF, CPA  
Director

November 6, 2009

To: The Honorable Mayor Eddie A. Perez,  
Council President Calixto Torres, and  
Members of the Court of Common Council

From: Christopher J. Wolf  
Director of Finance

  
11-6-09

Subject: Monthly Financial Report

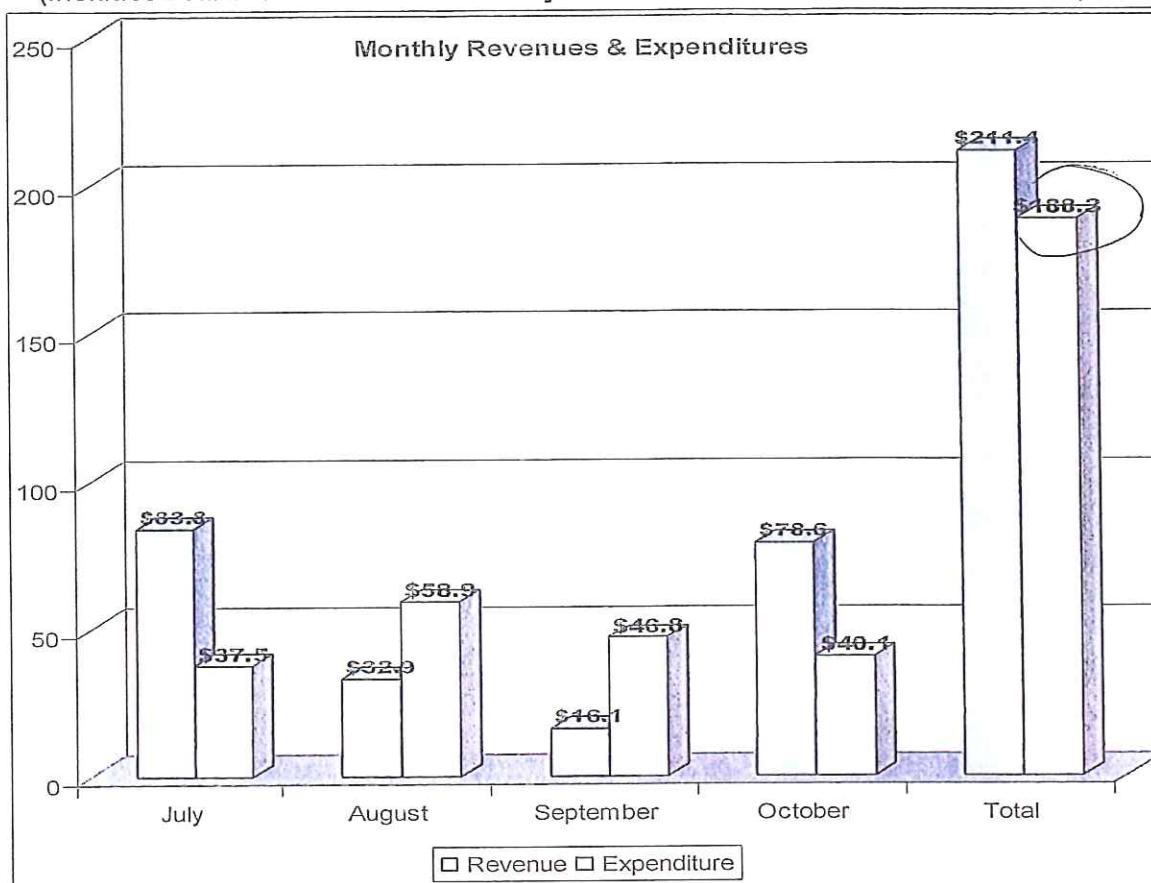
Attached is the October 2009 monthly financial report in accordance with Charter Sec. 5 (a) (1) (iii). The report provides budgetary information from the MUNIS financial management system as of the month end.

Generally accepted accounting principles for municipalities do not provide for the systematic apportionment or allocation of revenues and expenditures to monthly accounting periods. Accordingly, the amounts reflected in the City's financial management system reflect the posting to various accounts in the accounting period that represents the recording period of a transaction – not necessarily the period that revenues are earned or expenditures are incurred.

Additionally, in accordance with your request, attached are other system generated reports and information to assist in the analysis and understanding of the financial data.

The Finance Department would be happy to respond to any questions that you may have regarding this report.

**Municipal Monthly Revenue and Expenditure Report**  
**October Fiscal Year 2009-2010 as of October 31, 2009**  
 (Includes Board of Education and Library as Pro-rated Amounts of Total Allocation)



<u>Budget by Organization</u>					
	<u>Annual</u>	<u>October</u>	<u>Cumulative FY 09-10</u>	<u>Variance to Budget</u>	<u>Percentage Cumulative to Budget</u>
Revenue	535.7	78.6	211.4	324.3	39%
Expenditure	535.7	40.3	188.3	347.4	35%
Variance	0	38.3	23.1	23.1	4%
<u>Expenditures by Entity</u>					
	<u>Budget</u>	<u>October</u>			
Municipal	243.3	15.8	90.9	227.5	37%
*BOE	284.5	23.7	94.8	260.8	33%
*Library	7.9	0.7	2.6	7.2	33%
	<b>535.7</b>	<b>40.2</b>	<b>188.4</b>	<b>495.5</b>	<b>35%</b>

\*Financial note:

For the purpose of Municipal reporting the BOE (Fund 1003) and the Hartford Public Library (Fund 2012) monthly expenditures are being prorated by twelve equal contributions. Minor variances may occur due to rounding. Due to the fact that the City does not close after each month, prior month numbers may change from report to report due to corrections made subsequent to the report being issued. The cumulative figures reflect total revenue and expense for the year as of the date of the report.

**City of Hartford**

**Schedule of Estimated and Actual Revenues  
For period ending October 31, 2009**

	Original Budget	Budget Amendments	Adjusted Budget	Current Month Actual Revenue	YTD Actual Revenue	Remaining Balance	PCT Collected
<b>1 TAXES</b>	\$ 263,016,986	-	\$ 263,016,986	\$ 1,543,357	\$ 127,373,380	\$ 135,643,606	48.4 %
<b>2 LICENSES &amp; PERMITS</b>	\$ 7,803,660	-	\$ 7,803,660	\$ 407,455	\$ 1,456,528	\$ 6,347,132	18.7 %
<b>3 FINES FORFEITS PENALTIES</b>	\$ 248,000	-	\$ 248,000	\$ 20,947	\$ 91,324	\$ 156,676	36.8 %
<b>4 INT &amp; RENTAL INCOME</b>	\$ 4,288,389	-	\$ 4,288,389	\$ 219,910	\$ 1,834,505	\$ 2,453,884	42.8 %
<b>5 INTERGOVERNMENTAL</b>	\$ 247,269,696	-	\$ 247,269,696	\$ 75,031,106	\$ 77,848,907	\$ 169,420,789	31.5 %
<b>6 CHARGES FOR SERVICES</b>	\$ 3,181,660	-	\$ 3,181,660	\$ 221,289	\$ 876,349	\$ 2,305,311	27.5 %
<b>7 REIMBURSEMENTS</b>	\$ 3,556,450	-	\$ 3,556,450	\$ 78,386	\$ 234,836	\$ 3,321,614	6.6 %
<b>8 OTHER REVENUE</b>	\$ 1,961,150	-	\$ 1,961,150	\$ 71,311	\$ 162,825	\$ 1,798,325	8.3 %
<b>3 OTHER FINANCING SOURCES</b>	\$ 4,442,200	-	\$ 4,442,200	\$ 999,986	\$ 1,499,235	\$ 2,942,965	33.7 %
<b>TOTAL GENERAL FUND</b>	\$ 535,768,191	\$ -	\$ 535,768,191	\$ 78,593,746	\$ 211,377,889	\$ 324,390,302	39.5 %

City of Hartford  
Schedule of Appropriations Compared to Expenditures  
For the period ending October 31, 2009

	Original Budget	Budget Transfers	Adjusted Budget	Current Month Exp & Enc	YTD Expended	Encumbrances Outstanding	Remaining Balance	PCT Exp
<b>General Government</b>								
1 MAYOR'S OFFICE	\$ 1,636,699	\$ -	\$ 1,636,699	\$ 137,659.39	\$ 581,810.42	\$ -	\$ 1,054,888.58	35.4 %
2 COURT OF COMMON COUNCIL	616,070	-	616,070	51,893.93	196,858.23	-	419,211.77	32 %
3 TREASURER	522,266	-	522,266	37,682.46	165,354.23	-	356,911.77	31.7 %
4 REGISTRARS OF VOTERS	594,966	-	594,966	42,297.93	158,620.55	-	436,345.45	26.7 %
5 CORPORATION COUNSEL	1,579,814	-	1,579,814	109,605.78	482,993.93	5,906.61	1,090,913.46	30.9 %
6 TOWN & CITY CLERK	818,942	-	818,942	201,442.09	383,401.59	-	435,540.41	46.8 %
7 INTERNAL AUDIT	466,715	-	466,715	33,155.43	142,642.85	-	324,071.96	30.6 %
8 METRO HARTFORD INFORMATION SER	3,545,282	-	3,545,282	295,440.00	1,181,776.00	-	2,363,522.00	33.3 %
9 FINANCE	3,575,970	-	3,575,970	249,547.83	1,083,708.89	6,908.27	2,485,352.84	30.5 %
10 PERSONNEL	1,293,555	-	1,293,555	112,083.27	419,163.66	-	874,391.34	32.1 %
11 OFFICE OF HUMAN RELATIONS	751,415	-	751,415	36,542.23	154,026.53	4,737.09	592,651.38	21.1 %
12 OFFICE OF MANAGEMENT & BUDGET	1,236,128	-	1,236,128	176,196.81	384,149.64	1,358.80	850,619.56	31.1 %
13 OFFICE FOR YOUTH SERVICES	2,761,452	-	2,761,452	123,033.19	1,515,559.22	294,810.00	951,082.78	35.6 %
14 OFFICE FOR YOUNG CHILDREN	631,768	-	631,768	14,258.63	263,229.79	55,215.96	313,322.25	50.4 %
<b>AL General Government</b>	<b>20,031,042</b>		<b>20,031,042</b>	<b>1,620,838.97</b>	<b>7,113,279.53</b>	<b>368,936.73</b>	<b>12,548,825.55</b>	<b>37.4 %</b>
<b>Public Safety</b>								
1 FIRE	30,886,932	-	30,886,932	2,314,165.23	10,123,471.50	428,787.76	20,334,672.74	34.2 %
2 POLICE	36,528,537	-	36,528,537	2,797,944.43	12,237,111.32	1,157,234.96	23,134,190.60	36.7 %
3 EMERGENCY SERVICES & TELECOMMU	3,645,370	-	3,645,370	437,692.37	1,463,093.71	144,432.95	2,037,843.34	44.1 %
<b>AL Public Safety</b>	<b>71,060,839</b>		<b>71,060,839</b>	<b>5,549,802.03</b>	<b>23,823,676.53</b>	<b>1,730,455.67</b>	<b>45,506,706.68</b>	<b>36 %</b>
<b>Public Works</b>								
1 PUBLIC WORKS	12,595,090	-	12,595,090	959,476.39	3,741,143.56	1,209,130.79	7,644,815.64	39.3 %
<b>AL Public Works</b>	<b>12,595,090</b>		<b>12,595,090</b>	<b>959,476.39</b>	<b>3,741,143.56</b>	<b>1,209,130.79</b>	<b>7,644,815.64</b>	<b>39.3 %</b>
<b>Human Services</b>								
10 HEALTH AND HUMAN SERVICES	7,274,825	-	7,274,825	641,814.37	2,605,584.90	795,365.44	3,873,874.66	46.7 %
<b>AL Human Services</b>	<b>7,274,825</b>		<b>7,274,825</b>	<b>641,814.37</b>	<b>2,605,584.90</b>	<b>795,365.44</b>	<b>3,873,874.66</b>	<b>46.7 %</b>
<b>Economic Development</b>								
10 DEVELOPMENT SERVICES	4,344,957	-	4,344,957	309,550.94	1,200,908.79	116,477.30	3,027,570.91	30.3 %
<b>AL ECON DEVELOP AND ASSISTANCE</b>	<b>4,344,957</b>		<b>4,344,957</b>	<b>309,550.94</b>	<b>1,200,908.79</b>	<b>116,477.30</b>	<b>3,027,570.91</b>	<b>30.3 %</b>
<b>DEBT SERVICE</b>								
1 DEBT SERVICE	33,147,000	-	33,147,000	9,631.94	20,351,526.29	-	12,735,473.71	61.4 %

City of Hartford  
 Schedule of Appropriations Compared to Expenditures  
 For the period ending October 31, 2009

<b>7 AL DEBT SERVICE</b>	<b>33,147.000</b>	<b>33,147.000</b>	<b>9,631.94</b>	<b>20,351,526.29</b>	<b>-</b>	<b>12,795,473.71</b>	<b>61.4 %</b>
<b>20 BENEFITS &amp; INSURANCES</b>	<b>59,592,159</b>	<b>59,592,159</b>	<b>4,595,643.85</b>	<b>21,010,958.95</b>	<b>-</b>	<b>38,581,200.05</b>	<b>36.7 %</b>
<b>22 NON OP DEPT EXPENDITURES</b>	<b>35,253,278</b>	<b>-</b>	<b>35,253,278</b>	<b>2,117,812.24</b>	<b>10,120,990.27</b>	<b>8,191,424.33</b>	<b>16,940,863.40</b>
<b>7 AL OVERHEAD/DISTRIBUTIVE</b>	<b>94,845,437</b>	<b>94,845,437</b>	<b>6,713,456.09</b>	<b>31,131,949.22</b>	<b>8,191,424.33</b>	<b>55,522,063.45</b>	<b>40.8 %</b>
<b>14 EDUCATION</b>	<b>284,554,001</b>	<b>"</b>	<b>284,554,001</b>	<b>23,712,833.41</b>	<b>94,851,333.64</b>	<b>-</b>	<b>189,702,667.36</b>
<b>21 HARTFORD PUBLIC LIBRARY</b>	<b>7,915,000</b>	<b>-</b>	<b>7,915,000</b>	<b>464,583.12</b>	<b>1,858,332.48</b>	<b>-</b>	<b>6,056,667.52</b>
<b>AND TOTAL</b>	<b>\$ 535,768,191</b>	<b>\$ -</b>	<b>\$ 535,768,191</b>	<b>\$ 39,981,987.26</b>	<b>\$ 12,411,790.26</b>	<b>\$ 336,678,665.48</b>	<b>37.2 %</b>
				<b>\$ 186,677,734.94</b>			

**CITY OF HARTFORD FINANCIAL MANAGEMENT SECTION**

11/09/2009 13:58      CITY OF HARTFORD - CL V7-3  
STUAA001      YEAR-TO-DATE BUDGET REPORT

FOR 2010 04

ACCOUNTS FOR:  
1001 GENERAL FUND

		ORIGINAL APPROV	TRANSFERS/ ADJUSTMENTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
00111	MAJOR'S OFFICE	1,636,699	0	1,636,699	581,810.42	.00	1,054,888.58	35.5%
00112	COURT OF COMMON COUNCIL	616,070	0	616,070	196,858.23	.00	419,211.77	32.0%
00113	TREASURER	522,266	0	522,266	165,354.23	.00	356,911.77	31.7%
00114	REGISTRARS OF VOTERS	594,966	0	594,966	158,620.55	.00	436,345.45	26.7%
00115	CORPORATION COUNSEL	1,579,814	0	1,579,814	482,993.93	.00	1,090,913.46	30.9%
00117	TOWN & CITY CLERK	818,942	0	818,942	383,401.59	.00	435,540.41	46.8%
00118	INTERNAL AUDIT	466,715	0	466,715	142,642.85	.00	324,071.96	30.6%
00122	METRO HARTFORD INFORMATION SE	3,545,282	0	3,545,282	1,181,760.00	.00	2,363,522.00	33.3%
00123	FINANCE	3,575,970	0	3,575,970	1,083,708.89	6,908.27	2,485,352.84	30.5%
00125	PERSONNEL	1,293,555	0	1,293,555	419,163.66	.00	874,391.34	32.4%
00126	OFFICE OF HUMAN RELATIONS	751,415	0	751,415	154,026.53	.00	592,651.38	21.1%
00128	OFFICE OF MANAGEMENT & BUDGET	1,236,128	0	1,236,128	384,149.64	.00	850,619.56	31.2%
00129	OFFICE FOR YOUTH SERVICES	2,761,452	0	2,761,452	1,515,559.22	.00	294,810.00	65.6%
00130	OFFICE FOR YOUNG CHILDREN	631,768	0	631,768	263,229.79	.00	951,082.78	31.3%
00211	FIRE	30,886,932	0	30,886,932	10,123,471.50	.00	313,322.25	50.4%
00212	POLICE	36,528,537	0	36,528,537	12,237,111.32	.00	428,787.96	34.2%
00213	EMERGENCY SERVICES & TELECOMM	3,645,370	0	3,645,370	1,463,093.71	.00	20,334,672.74	36.7%
00311	PUBLIC WORKS	12,595,090	-0	12,595,090	3,741,143.56	.00	23,134,190.60	36.7%
00420	DEVELOPMENT SERVICES	4,344,957	0	4,344,957	1,200,908.79	.00	144,432.95	44.1%
00520	HEALTH AND HUMAN SERVICES	7,274,825	0	7,274,825	2,605,584.90	.00	209,130.79	76.4%
00711	EDUCATION	284,554,001	0	284,554,001	94,851,333.64	.00	189,702,667.36	33.3%
00721	HARTFORD PUBLIC LIBRARY	7,915,000	0	7,915,000	1,858,332.48	.00	6,056,667.52	23.5%
00811	TRANSFERS TO OTHER FUNDS	0	0	0	.00	.00	.00	0.0%
00812	CIVIC & CULTURAL ACTIVITIES	0	0	0	.00	.00	.00	0.0%
00813	DEBT SERVICE	0	0	0	.00	.00	.00	0.0%
00814	PAYMENTS TO OTHER GOVERNMENTA	0	0	0	.00	.00	.00	0.0%
00815	EMPLOYEE BENEFITS	0	0	0	2,800.00	.00	-2,800.00	100.0%
00817	SETTLEMENTS	0	0	0	.00	.00	.00	0.0%
00818	OTHER SUNDRY ITEMS	59,592,159	0	59,592,159	21,010,958.95	.00	38,581,200.05	35.3%
00820	BENEFITS & INSURANCES	33,147,000	0	33,147,000	20,351,526.29	.00	12,795,473.71	61.4%
00821	DEBT SERVICE	35,253,278	0	35,253,278	10,118,190.27	.00	16,943,663.40	51.9%
00822	NON OP DEPT EXPENDITURES	0	0	0	.00	.00	.00	0.0%
	TOTAL GENERAL FUND	535,768,191	0	535,768,191	186,677,734.94	12,411,790.26	336,678,665.48	37.2%

**MUNICIPAL MANAGEMENT CONSULTANTS**

METHODES FOR THE MANAGEMENT OF GOVERNMENT

11/09/2009 14:14  
STUAA001

CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 04

ACCOUNTS FOR:  
1001 GENERAL FUND

ORIGINAL ESTIM REV  
ESTIM REV  
ADJUSTMENTS  
REVISED EST REV

ACTUAL YTD  
REVENUE

REMAINING PCT  
REVENUE CO/L

**41 TAXES**

1230007 411101 CURRENT YEAR TAX LEVY	245,366,986	0	245,366,986	124,049,174.05	50.6%
1230007 411205 PRIOR YEAR LEVIES	5,850,000	0	5,850,000	2,635,062.92	45.0%*
1230007 411206 COLLECTION OF TAX WR	300,000	0	300,000	31,749.87	10.6%*
1230007 411208 INTEREST AND LIENS	3,000,000	0	3,000,000	657,392.44	21.9%*
1230007 411209 TAX LIEN SALES	8,500,000	0	8,500,000	.00	.0%*
<b>TOTAL TAXES</b>	<b>263,016,986</b>	<b>0</b>	<b>263,016,986</b>	<b>127,373,380.28</b>	<b>48.4%</b>

**42 LICENSES & PERMITS**

117002 423281 MARRIAGE LICENSES	35,000	0	35,000	15,669.50	44.8%*
117002 423282 MARRIAGE LICENSE-SURC	1,400	0	1,400	-2.00	1%*
BODY REMOVAL PERMITS	6,500	0	6,500	2,382.00	36.6%*
CREMATION PERMITS	2,000	0	2,000	780.00	39.0%*
GAS PUMP & TANK PERMI	8,000	0	8,000	100.00	1.3%*
FUEL OIL PERM-DE&STO	0	0	0	.00	.0%
TRANS&STOR OF EXPLOV	360	0	360	.00	.0%*
PISTOL PERMITS	5,500	0	5,500	2,345.25	42.6%*
212010 423295 PISTOL PERMITS	20,000	0	20,000	10,221.00	51.1%*
311002 421101 PARKING METERS	5,000	0	5,000	322.50	6.5%*
311002 422426 STREET/SIDEWALK LICEN	2,000	0	2,000	625.00	31.3%*
311002 422427 STREET EXCAVATION LIC	40,000	0	40,000	18,700.00	46.8%*
311002 423163 STREET SIDEWALK PERMI	75,000	0	75,000	43,938.52	58.6%*
311002 422275 OBSTRUCTION/PERMITS	0	0	0	6,340.00	100.0%*
311005 423167 TRASH HAULERS OVER 12	0	0	0	25.00	.0%*
DESIGNATED VENDOR PAR	8,000	0	8,000	2,000.00	25.0%*
PAWNBROKERS LICENSES	400	0	400	50.00	12.5%*
SECOND HAND DEALERS L	400	0	400	90.00	22.5%*
VENDOR'S LICENSES	20,000	0	20,000	13,640.00	68.2%*
420009 422281 ROOMING HOUSE LICENSE	2,000	0	2,000	300.00	15.0%*
EXTENDED HOURS LICENS	1,800	0	1,800	500.00	27.8%*
4,200,009 422285 BUILDING PERMITS	4,200,000	0	4,200,000	746,633.56	17.8%*
420009 423151 ELECTRICAL PERMITS	1,500,000	0	1,500,000	197,183.74	13.1%*
420009 423153 PLUMBING PERMITS	400,000	0	400,000	80,323.14	20.1%*
420009 423155 MECHANICAL PERMITS	1,100,000	0	1,100,000	157,363.10	14.3%*
420009 423156 SIGN & MARQUEE PERMIT	15,000	0	15,000	5,375.00	35.8%*
420009 423161 PERMIT LATE FEE	7,500	0	7,500	225.00	6.7%*
420009 423293 BAZAARS AND RAFFLES	300	0	300	0	75.0%*
420009 423297 REHABILITATION HOME L	0	0	0	-20.00	100.0%*

**MUNICIPAL FINANCIAL MANAGEMENT SOLUTIONS**

11/09/2009 14:14  
STUAA001

CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 04

ACCOUNTS FOR: 1001 GENERAL FUND	ORIGINAL ESTIM REV	ESTIM REV ADJUSTMNTS	REVISED EST REV	ACTUAL YTD REVENUE	REMAINING REVENUE	PCT COLL
4200009 423299 CERTIFICATE OF OCCUPAN	25,000	0	25,000	13,300.00	11,700.00	53.2%
420015 42283 COMMERCIAL PARKING LO	25,500	0	25,500	22,500.00	22,500.00	0.0%
520001 422131 FOOD & MILK DEALER LI	300,000	0	300,000	137,600.00	162,400.00	45.9%
<b>TOTAL LICENSES &amp; PERMITS</b>	<b>7,803,660</b>	<b>0</b>	<b>7,803,660</b>	<b>1,456,527.81</b>	<b>6,347,132.19</b>	<b>18.7%</b>

43 FINES FORFEITS PENAL

213004 431105 FALSE ALARM CITATIONS	225,000	0	225,000	88,057.05	136,942.95	39.1%
311006 431104 MISC.CITATION	20,000	0	20,000	3,267.00	20,000.00	0.0%
520001 431103 HEALTH SANITATION CIT	3,000	0	3,000	0	-267.00	108.9%

TOTAL FINES FORFEITS PENAL

248,000	0	248,000	91,324.05	156,675.95	36.8%
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44 INT & RENTAL INCOME

113002 441101 INTEREST REPURCHASE A	50,000	0	50,000	196,939.00	50,000.00	0%
113002 441141 GENERAL FUND INTEREST	337,500	0	337,500	140,560.19	140,560.19	58.4%
113002 441146 SPECIAL ACTIVITIES FU	3,500	0	3,500	0	3,500.00	0.0%
113002 441195 SELF INSURANCE FUND I	25,000	0	25,000	0	25,000.00	0.0%
123000 442172 GOLF COURSE LEASES	160,000	0	160,000	33,333.32	126,666.68	20.8%
123000 442172 GOLF COURSE LEASES	132,000	0	132,000	44,000.00	88,000.00	33.3%
123000 442178 RENTALS FROM PARKING LOT	60,192	0	60,192	20,864.00	39,328.00	34.7%
123000 442182 RENTS FROM TENANTS	16,600	0	16,600	6,311.26	10,288.74	38.0%
123000 442185 INTEREST ON LOANS	20,000	0	20,000	10,326.74	9,673.26	51.6%
123000 442187 PRINCIPAL ON LOANS	110,590	0	110,590	3,933.32	106,656.68	3.6%
123000 442199 RENT OF PROP-ALL OTHER	370,000	0	370,000	152,941.11	217,058.89	41.3%
123000 443133 THE RICHARDSON BUILD	21,000	0	21,000	8,736.66	12,263.34	41.6%
123000 443141 BILLINGS FORGE	120,000	0	120,000	0	120,000.00	0.0%
123000 443143 SHEPHERD PARK	36,000	0	36,000	18,072.00	1,517,928.00	50.2%
123000 443150 UNDERWOOD TOWER PILOT	36,000	0	36,000	667,874.34	29,678.66	3.6%
123000 443155 CIVIC CENTER LEASE/CD	2,255,593	0	2,255,593	2,255,593	33,333.32	33.3%
123000 443157 CT CENTER FOR PERFOM	50,000	0	50,000	41,486.01	41,486.01	25.9%
123000 443160 CRRA - NEOH COLLECTIO	56,000	0	56,000	14,513.99	-349,031.50	274,500.00
123000 443161 CRRA BULKY WASTE	200,000	0	200,000	549,031.50	19,077.00	20.7%
311002 442176 RENTAL-525 MAIN STREE	24,066	0	24,066	4,989.00	26,020.00	33.3%
311002 442178 RENTAL OF PARKING LOT	39,000	0	39,000	12,980.00	89,032.00	32.9%
311002 442179 RENTAL OF PROP-FLOOD	132,588	0	132,588	43,556.00	19,802.34	54.4%
311007 442181 RENTAL OF PARK PROPER	14,760	0	14,760	8,030.00	6,730.00	44.0%
520000 442199 RENT OF PROP-ALL OTH	45,000	0	45,000	1,603.21	25,197.66	17.8%
520003 442181 RENTAL OF PARK PROPER	9,000	0	9,000	0	7,396.79	17.8%

**HARTFORD FINANCIAL STATEMENT OF CUMULATIVE**

11/09/2009 14:14  
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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 04

ACCOUNTS FOR:  
GENERAL FUND

		ORIGINAL REV ESTIM REV	ESTIM REV ADJUSTMENTS	REVISED EST REV	ACTUAL YTD REVENUE	REMAINING REVENUE	PCT REVENUE COLL
520019 442199 RENT OF PROP-ALL OTH		0	0	0	.00	.00	.0%
TOTAL INT & RENTAL INCOME		4,288,389	0	4,288,389	1,834,505.28	2,453,883.72	42.8%

45 INTERGOVERNMENTAL

123000 452988 MASHANTUCKET PEQUOT F	8,919,623	0	8,919,623	0	8,919,623.00	0*
123000 452995 PROPERTY TAX RELIEF G	0	0	0	0	-9,392.73	100.0%*
123000 452997 JUDICIAL BRANCH REV D	42,000	0	42,000	0	42,000.00	0%*
123000 453121 STATE OWNED PROPERTY	11,488,639	0	11,488,639	11,508,085.35	-19,446.35	100.2%*
123000 453123 TAX EXEMPT FOR THE ELD	330,000	0	330,000	3,983.50	326,016.50	1.2%*
123000 453127 DISABIL EXEMPT-SOC SE	8,000	0	8,000	0	8,000.00	0%*
123000 453131 PRIV TAX EXEMPT PROPE	23,481,481	0	23,481,481	23,191,375.91	290,115.09	98.8%*
123000 453132 MANUFACTURERS' FACILI	58,000	0	58,000	0	58,000.00	0%*
123000 453135 PHONE ACCESS LN TAX S	750,000	0	750,000	0	750,000.00	0%*
123000 453136 VETERANS EXEMPTIONS	60,500	0	60,500	0	60,500.00	0%*
123000 453137 CT RCR'S REC AUTHORITY	4,400,000	0	4,400,000	2,080,141.32	2,319,858.68	47.3%*
123000 453141 PILOT CHURCH HOMES IN	90,000	0	90,000	0	74,745.43	83.1%*
123000 453142 PILOT STGDRNEY NEWS	27,300	0	27,300	0	13,650.00	50.0%*
123000 453143 PILOT FOR NEW MRG EQU	2,000,000	0	2,000,000	0	2,000,000.00	0%*
123000 453144 PILOT FOR CT CTR FOR	290,000	0	290,000	0	290,000.00	0%*
123000 453145 PILOT TRINITY COLLEGE	15,000	0	15,000	0	15,000.00	0%*
123000 453146 PILOT EL MERCADO	5,423	0	5,423	5,423.28	-2,28	100.0%*
123000 453147 PILOT FOR HARTFORD 21	500,000	0	500,000	0	500,000.00	0%*
123000 454281 GR REC TAX-PARI MUTUE	320,000	0	320,000	110,485.55	209,514.45	34.5%*
213000 451102 ST/FED GRT-CIVIL DEF	60,000	0	60,000	30,000.00	30,000.00	50.0%*
213000 452324 STATE REIMBURSEMENTS	250	0	250	5,125.00	-4,875.00	2050.0%*
311000 452441 HIGHWAY GRANT	551,286	0	551,286	0	551,286.00	0%*
520001 452562 CONS NETWORK TRANSP	283,150	0	-283,150	0	0.00	0%*
520001 452563 HOME HELP CARE GRANT	85,000	0	-85,000	0	0.00	0%*
520016 452562 CONS NETWORK TRANSP	283,150	0	283,150	59,794.41	223,355.59	21.1%*
520019 452563 HOME HELP CARE GRANT	85,000	0	85,000	29,842.00	55,158.00	35.1%*
711000 452150 EDUCATION COST SHARIN	187,974,890	0	187,974,890	40,289,364.00	147,685,526.00	21.4%*
711000 452152 BOND INT SUB ON SCH P	708,625	0	708,625	145,740.29	562,884.71	20.6%*
711000 452156 HEALTH&WELLFARE-PRIV S	37,966	0	37,966	0	37,966.00	0%*
711000 452159 SCH BUILD GRT-SERIAL	1,612,226	0	1,612,226	291,758.52	1,320,467.48	18.1%*
711000 452163 TRANSPORTATION GRANT	3,170,337	0	3,170,337	0	3,170,337.00	0%*
TOTAL INTERGOVERNMENTAL	247,269,696	0	247,269,696	77,848,907.29	169,420,788.71	31.5%
46 CHARGES FOR SERVICES	7,710	0	7,710	85.00	7,625.00	1.1%*

**MUNICIPAL FINANCIAL MANAGEMENT SOLUTIONS**  
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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 04

ACCOUNTS FOR:  
1001 GENERAL FUND

			ORIGINAL REV	ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	REMAINING PCT REVENUE	PCT COLL.
116003 461371 TRANSCRIPT OF RECORDS			1,200	0	1,200	306.50	893.50	25.5%*
117001 413122 CONVEYANCE TAX			1,100.00	0	1,100.00	179,378.74	920,621.26	16.3%*
117001 461221 FILING RECORD - CERTIFI			375.000	0	375.000	87,397.00	287,603.00	23.3%*
117001 461224 NOTARY PUBLIC - CERTIFI			5,000	0	5,000	2,124.00	2,876.00	42.5%*
117001 461225 DOMESTIC PARTNERSHIP			400	0	400	210.00	190.00	52.5%*
117001 461226 AIRPLANE REGISTRATION			19,000	0	19,000	13,580.00	5,420.00	71.5%*
117001 461371 TRANSCRIPT OF RECORDS			62,000	0	62,000	25,160.00	36,840.00	40.6%*
117001 461372 HUNTING & FISHING LIC			1,000	0	1,000	75.50	924.50	7.6%*
117001 461373 DOG TRANSFER TAGS			350	0	350	147.00	203.00	42.0%*
117002 461371 TRANSCRIPT OF RECORDS			500,000	0	500,000	190,403.50	309,596.50	38.1%*
117002 463284 OTHER SERVICE CHARGES			20,000	0	20,000	6,088.00	13,912.00	30.4%*
117002 464147 NON-RES-BIRTH&DEATH C			10,000	0	10,000	504.00	9,496.00	5.0%*
123001 417403 TRANSCRIPT OF RECORDS			0	0	0	3.50	-3.50	100.0%*
123001 461382 PAYROLL RECORD W-2 RE			500	0	500	0	500.00	100.0%*
123007 461385 CREDIT CARD CONV FEE			0	0	0	2,834.83	-2,834.83	100.0%*
125000 461383 PUBLIC SAFETY APPLICA			7,500	0	7,500	2,775.00	6,725.00	10.3%*
129001 463174 CONSULTING SERVICES			0	0	0	3,165.00	-3,165.00	100.0%*
211000 462246 FIRE BILLING - EMERGE			4,000	0	4,000	0	4,000.00	0.0%*
211000 461371 TRANSCRIPT OF RECORDS			1,500	0	1,500	54,133.50	1,366.50	8.9%*
211002 462242 SPEC FIRE PROTECT SER			200,000	0	200,000	54,698.63	145,301.37	27.3%*
211002 462243 THEATRE FIRE PROTECTI			10,000	0	10,000	0	10,000.00	0.0%*
211002 462245 OTHER MAINT & SERVICE			1,500	0	1,500	288.00	1,211.50	19.2%*
211002 462247 PUBLIC ASSEMBLY LICEN			6,200	0	6,200	0	6,200.00	0.0%*
211002 462248 FLAMMABLE LIQUID STOR			3,600	0	3,600	875.00	2,725.00	24.3%*
211002 462249 FLAMMABLE LIQUID STOR			2,000	0	2,000	0	2,000.00	0.0%*
211002 462250 KNOX BOX			10,000	0	10,000	1,400.00	8,600.00	14.0%*
211002 462251 LIQUOR LICENSE FEES			21,800	0	21,800	4,600.00	17,500.00	21.1%*
212011 462110 STATE WIDE NARCOTICS			20,000	0	20,000	0	20,000.00	0.0%*
212011 462118 FBI JOINT TERRORISM T			0	0	0	33,936.87	-33,936.87	100.0%*
212016 461371 TRANSCRIPT OF RECORDS			20,000	0	20,000	2,143.75	17,856.25	10.7%*
212016 461117 CHARGES FOR BACKGROUND			30,000	0	30,000	2,565.00	27,435.00	10.7%*
212032 462101 TOWING & STORAGE IMPO			175,000	0	175,000	71,300.00	103,700.00	40.7%*
212034 463011 DOG DETENTION REVENUE			300	0	300	392.40	-92.40	130.8%*
311002 462245 OTHER MAINT & SERVICE			4,200	0	4,200	0	4,200.00	0.0%*
311002 463169 TRAFFIC ENGINEER REPO			500	0	500	0	4,500.00	0.0%*
311004 463284 OTHER SERVICE CHARGES			20,000	0	20,000	6,533.00	13,467.00	32.7%*
311006 463286 TRASH CART (CAN) FEES			25,000	0	25,000	4,800.00	20,200.00	19.2%*
311005 463288 DUMPLSTER FEES - 8 CUB			24,000	0	24,000	6,864.87	17,135.13	28.6%*
311006 463290 EVICTION FEES			1,500	0	1,500	850.00	650.00	56.7%*
311006 463291 SCRAP METAL FEES			6,000	0	6,000	4,679.62	1,320.38	78.0%*
311007 469151 GRAVE OPENING FEES			12,000	0	12,000	11,922.00	78.00	99.4%*
420009 461371 TRANSCRIPT OF RECORDS			0	0	0	82.64	-82.64	19,860.00
420009 461377 INSPEC FEE WEIGH DEVI			20,000	0	20,000	140.00	140.00	7.0%*
420009 461378 INSPECTION CHARGE L&I			10,000	0	10,000	0.00	10,000.00	0.0%*

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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 04

ACCOUNTS FOR: 1001 GENERAL FUND	ORIGINAL ESTIM REV	ESTIM REV ADJUSTMENTS	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL YTD REVENUE	REMAINING REVENUE	PCT COLL.
							REMAINTING REVENUE
420009 461381 PUBLIC NOTICE AD FEE	0	0	0	702.27	-702.27	100.0%*	
420009 462101 TOWING & STORAGE IMPO	300	0	300	300.00	300.00	.0%*	
420009 462243 THEATERS-FIRE PROTECT	2,000	0	2,000	90.00	90.00	4.5%*	
420009 469156 OCCUPANCY INSPECTION	7,500	0	7,500	100.00	100.00	.0%*	
420009 469157 REPAIR & DEMOLITIONS	100,000	0	100,000	73,401.92	73,401.92	.0%*	
420009 461355 ZONING APPLICATION FE	20,000	0	20,000	2,210.00	2,210.00	11.1%*	
420015 461357 SOIL & WATER SURCHARG	600	0	600	78.00	78.00	13.0%*	
420015 461375 SITE PLAN REVIEW	2,500	0	2,500	17,225.00	17,225.00	.0%*	
520000 465203 INDIVID WELF-PAY CASE	0	0	0	20,444.75	-20,444.75	100.0%*	
520003 468281 BATTERSON PARK OPERAT	10,000	0	10,000	5,135.00	4,865.00	51.4%*	
822001 461379 SPECIAL EVENTS	300,000	0	300,000	35,118.26	264,881.74	11.7%*	
<b>TOTAL CHARGES FOR SERVICES</b>	<b>3,181,660</b>	<b>0</b>	<b>3,181,660</b>	<b>876,348.55</b>	<b>2,305,311.45</b>	<b>27.5%</b>	
<b>47 REIMBURSEMENTS</b>							
111001 477140 ATM REIMBURSEMENT	1,600	0	1,600	754.00	754.00	47.1%*	
111001 478141 MERF STAFF FRINGE BEN	503,478	0	503,478	0.00	503,478.00	.0%*	
111001 478142 MERF INDIRECT COSTS	350,000	0	350,000	0.00	350,000.00	.0%*	
111003 477121 DAMAGES TO CITY PROPE	75,000	0	75,000	5,000	75,000.00	.0%*	
116003 477125 PRIOR YR EXPEND REFUN	5,000	0	5,000	357.00	4,995.00	.1%*	
117001 477124 DOG ACCT-SALARY OF WA	1,500	0	1,500	0.00	-357.00	100.0%*	
123000 477125 PRIOR YR EXPEND REFUN	10,000	0	10,000	10.00	1,500.00	.0%*	
123000 477127 WORK COMP NORM TAX AP	260,000	0	260,000	49,920.14	210,079.86	19.2%*	
123000 477165 LIFE INS. RETRO PAYME	250,000	0	250,000	45,630.00	204,370.00	18.3%*	
123000 477199 OTHER REIMBURSEMENTS	585,000	0	585,000	0.00	585,000.00	.0%*	
123001 478102 INDIRECT COSTS	172,098	0	172,098	0.00	172,098.00	.0%*	
126000 478102 INDIRECT COSTS	56,931	0	56,931	0.00	56,931.00	.0%*	
128004 477199 OTHER REIMBURSEMENTS	15,000	0	15,000	0.00	15,000.00	.0%*	
212034 477135 ADVERTISING LOST DOGS	350	0	350	222.80	127.20	63.7%*	
213000 478108 MISCELLANEOUS GRANTS	30,000	0	30,000	0.00	30,000.00	.0%*	
311002 478102 INDIRECT COSTS	417,183	0	417,183	0.00	417,183.00	.0%*	
420000 478115 CDBG FRINGE BENEFIT	325,000	0	325,000	87,136.76	237,863.24	26.8%*	
420004 478103 SECTION 8 MONITORING	65,000	0	65,000	0.00	65,000.00	.0%*	
420004 478134 FRINGE BENEFITS HOME	6,000	0	6,000	0.00	6,000.00	.0%*	
420015 478102 INDIRECT COSTS	100,310	0	100,310	0.00	100,310.00	.0%*	
520000 478111 FRINGE BENEFITS-HEALT	0	0	0	23,486.65	-23,486.65	100.0%*	
520001 478107 W I C PROGRAM	120,000	0	120,000	0.00	120,000.00	.0%*	
520001 478116 MISCELLANEOUS HEALTH	207,000	0	207,000	27,323.50	179,676.50	13.2%*	
520018 478116 MISCELLANEOUS GRANTS	0	0	0	0.00	0.00	.0%*	
<b>TOTAL REIMBURSEMENTS</b>	<b>3,556,450</b>	<b>0</b>	<b>3,556,450</b>	<b>234,835.85</b>	<b>3,321,614.15</b>	<b>6.6%</b>	

**MATTHEWS FINANCIAL MANAGEMENT SOLUTIONS,  
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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 04

ACCOUNTS FOR:  
GENERAL FUND  
1001

ORIGINAL REV	ESTIM REV	REVISED EST REV	ACTUAL YTD REVENUE	ACTUAL YTD REVENUE
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REMAINING REVENUE	PCT COLL
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**48 OTHER REVENUE**

116003 483105 SETTLEMENTS - OTHER	0	50,000	319,000	49,681.00
116003 489105 SALE OF CITY PROPERTY	1,350,000	20,000.00	1,330,000.00	1.5%
116003 489116 MISCELLANEOUS REVENUE	220,000	9,00	211,00	4.1%
117002 489103 OVER & SHORT ACCOUNT	1,000	1,000	20,003	0.0%
117002 489103 OVER & SHORT ACCOUNT	0	1,150	1,023,00	20.0%
117002 489116 MISCELLANEOUS REVENUE	11,000	0	3,035.50	27.6%
123000 489116 MISCELLANEOUS REVENUE	439,530	0	438,941.20	1.4%
123004 489127 SALE CITY SURPLUS EQU	50,000	0	45,684.98	0.0%
123007 489104 CASHIER OVER & SHORT	0	0	45,521.04	100.0%
123007 489116 MISCELLANEOUS REVENUE	0	0	46,226.96	100.0%
125000 489116 MISCELLANEOUS REVENUE	3,000	3,000	2,298.00	76.6%
212000 489101 DONATIONS & CONTRIBUT	0	0	13,815.49	100.0%
212001 489116 MISCELLANEOUS REVENUE	20,000	0	3,554.15	17.8%
212017 489100 SALE OF CITY PROPERTY	1,000	0	1,000	0.0%
212034 489113 SALE OF DOGS	3,000	0	2,499.00	83.3%
213000 489116 MISCELLANEOUS REVENUE	250	250	0	0.0%
311005 489115 MISCELLANEOUS SALES	6,000	0	299,00	5.0%
311007 489116 MISCELLANEOUS REVENUE	17,000	0	13,756.67	80.9%
420004 489116 MISCELLANEOUS REVENUE	5,000	0	4,420.23	88.4%
420009 489116 MISCELLANEOUS REVENUE	4,000	0	3,320.00	8.0%
420015 489116 MISCELLANEOUS REVENUE	0	0	2,946.00	100.0%
520015 489106 NON-GOVER GRTS & CON	0	0	0	0.0%
520016 489101 DONATIONS & CONTRIBUT	0	0	2,350.00	100.0%
TOTAL OTHER REVENUE	1,961,150	0	1,62,824.77	

**53 OTHER FINANCING SCRS**

113002 441142 TRANSFER IN - CAP IMP	600,000	0	600,000	98,981.16
123000 442192 REVENUE FROM BOND HLDG	1,842,200	0	1,842,200	842,200.00
123000 482106 PREMIUM FROM BOND SAL	500,000	0	500,000	500,000.00
212023 462109 SPECIAL POLICE SERVIC	375,000	0	375,000	274,936.66
212024 462109 SPECIAL POLICE SERVIC	375,000	0	375,000	274,936.66
212025 462109 SPECIAL POLICE SERVIC	375,000	0	375,000	274,936.66
212026 462109 SPECIAL POLICE SERVIC	375,000	0	375,000	274,936.66
212036 462109 SPECIAL POLICE SERVIC	0	0	0	.00
TOTAL OTHER FINANCING SCRS	4,442,200	0	4,442,200	1,499,234.52

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# MUNICIPAL MANAGEMENT SOLUTIONS

Integrating Technology to Transform Government

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CITY OF HARTFORD - CL V7.3  
YEAR-TO-DATE BUDGET REPORT

FOR 2010 04

ACCOUNTS FOR:  
J001 GENERAL FUND

	ORIGINAL ESTIM REV	ESTIM REV ADJUSTMTS	REVISED EST REV	ACTUAL YTD REVENUE	REMAINING REVENUE	PCT COLL
TOTAL GENERAL FUND	535,768,191	0	535,768,191	211,377,888.40	324,390,302.60	39.5%
TOTAL REVENUES	535,768,191	0	535,768,191	211,377,888.40	324,390,302.60	

## **Grants Administration**

The Grants Administration Division is the centralized location for the coordination of all non-entitlement funded grant activities. Since 2007, the Department of Management & Budget has provided overall leadership in implementing and monitoring the grants management process and ensuring that it functions effectively and efficiently.

Attached is the Department of Management & Budget's Grants Administration report for the period of October 1, 2009 through December 31, 2009. The Department of Management & Budget's Grants Administration Division will continue to seek, secure, maintain and oversee grant funds obtained to supplement city services. As well, the Department will maintain their support of departments' pursuit and acquisition of funding opportunities from Federal, State, and other governmental units, along with corporate and private foundations in order to advance major organizational and Mayoral priorities, enhance community development efforts, and improve overall city services.

The Grants Administration Division will continue to have a high degree of interaction with management, program managers, the community, and external funding organizations at the Federal, State, and private foundation levels. There will be continued coordination and assistance with the grants application and approval processes, budgeting, program evaluation and marketing of all such related activities.

#### **Division Grants Administration Services Provided**

- ↳ Increase grant funding into the City of Hartford
- ↳ Provide grant-writing and technical assistance
- ↳ Provide grants opportunities to city departments and Hartford non-profits
- ↳ Facilitate grant-writing projects with non-profit agencies where requested
- ↳ Follow with agencies regarding grant applications submitted
- ↳ Assist in the identification of projects that can be funded with federal, state, and private dollars
- ↳ Centralization of all City of Hartford grant applications
- ↳ Partnering with non-profits to develop projects into eligible fundable activities
- ↳ Act as a liaison between federal and state agencies, citywide departments and Hartford non-profits
- ↳ Align citywide needs and resources with Mayoral goals

#### **What Departments Need to Consider**

- ↳ Partnerships on strategic planning process where the top two or three priority projects are identified by the department
- ↳ A preliminary projection of the specific costs of those projects/programs
- ↳ A bulleted description of the need for funding
- ↳ Outline of preliminary action steps that will be required to put together project/program and grant application
- ↳ Identification of traditional sources of funding for projects/program, if any, and projected future funding

**Management & Budget - Grants Administration**  
**Fiscal Year 2009-2010**

Department	Grant Name	Grant Amount	Awarded	Key Status Pending	Denied	Grant Description	Comment
<b>Police</b>							
(Q1) July 1 - September 30	Recovery Act Edward Byrne (JAG) Formula	\$1,529,576	\$1,529,576	\$0	\$0	To increase community safety and security through the use of officer overtime	
	Recovery Act COPS Hiring Grant	\$7,418,560	\$4,285,672	\$0	\$3,152,888	Requested 40 officers in application	Support FY 08 for Adam Walsh Act Grant
	Byrne JAG Competitive	\$933,238	\$0	\$0	\$833,238	Hiring of five civilian positions in police department	
	Connecticut Justice Assistance Grant (JAG)	\$100,000	\$100,000	\$0	\$0	Police Equipment	
(Q2) October - December 31	2009 COPS Technology	\$750,000	\$750,000	\$0	\$0	Equipment & supplies for public safety complex	
	2009 JAG	\$357,729	\$357,729	\$0	\$0	Enhance community policing activities, overtime, enforcement equipment	
	2010 Comprehensive DUI	\$129,150	\$129,150	\$0	\$0	Reduction of Impaired drivers	
	Department of Justice Community-Defined Solutions to Violence Against Women	TBD	\$0	TBD	\$0	Domestic Violence Intervention	
	<b>Department Total</b>	<b>\$11,116,253</b>	<b>\$7,132,127</b>	<b>\$0</b>	<b>\$3,398,126</b>		
<b>Fire</b>							
(Q1) July 1 - September 30	ARRA Firefighters Fire Station Construction Grant	\$3,982,432	\$0	\$3,982,432	\$0	Public safety complex & rehab of one fire station	
	FEMA Fire Prevention and Safety Grant	\$87,973	\$0	\$87,973	\$0	Fire Prevention Education	
(Q2) October - December 31	FEMA Assistance to Firefighters Grant	\$32,652	\$32,652	\$0	\$0	Fire prevention services	
	FEMA SAFER Grant	\$3,111,966	\$0	\$3,111,966	\$0	Fire safety & Equipment	
	<b>Department Total</b>	<b>\$7,215,023</b>	<b>\$32,652</b>	<b>\$7,182,371</b>	<b>\$0</b>		
<b>2-2</b>							
<b>Health &amp; Human Services</b>							
(Q1) July 1 - September 30	HHS Enhancing Access to and Retention in Quality HIV Care for Women of Color: Demonst  Sites and Evaluation	\$2,000,000	\$0	\$2,000,000	\$0	To address HIV services for women of color and for program evaluation	
	HUD Lead Hazard Reduction Grant	\$3,932,040	\$0	0	\$3,932,040	Information requested on grant denial	
	HUD Lead Based Paint Hazardous Control	\$3,059,398	\$0	\$0	\$3,069,389	Information requested on grant denial	
(Q2) October - December 31	SAMHSA Ready to Respond Initiative	TBD	\$0	TBD	\$0		
	Maternal Infant Outreach Program (MIOP)	\$4,000	\$4,000	\$0	\$0	Contractual services to Hispanic Health Council	
	Women, Infant and Children (WIC) 2010	\$1,287,781	\$1,287,781	\$0	\$0	Staff salaries & program operations	
	H1N1 Vaccinations	\$87,000	\$87,000	\$0	\$0	H1N1 Vaccination & administration	
	H1N1 Phase 1 Grant	\$53,338	\$53,338	\$0	\$0	H1N1 Vaccinations	
	NCAAA Keep on Living Wellness	\$11,947	\$11,947	\$0	\$0	Senior services	
	<b>Department Total</b>	<b>\$10,445,495</b>	<b>\$1,444,066</b>	<b>\$2,000,000</b>	<b>\$7,001,429</b>		
<b>Office of Youth Services</b>							
(Q1) July 1 - September 30	Office of Juvenile Justice & Delinquency for Prevention (OJJDP) for Youth Gang Prevention Mentoring Initiative	\$500,000	\$500,000	\$0	\$0	\$500,000 over three years to be used for Youth Alive! (Youth & Adult Leaders Impacting a Vision for Excellence) Gang Prevention Mentoring Program	
(Q2) October - December 31	Local Prevention Council	\$7,130	\$7,130	\$0	\$0	Preventive services for youth	
	<b>Department Total</b>	<b>\$507,130</b>	<b>\$507,130</b>	<b>\$0</b>	<b>\$0</b>		
<b>Development Services</b>							
(Q1) July 1 - September 30	Environmental Protection Agency (EPA) Brownsfield Cleanup Grant	\$124,900	\$0	\$124,900	\$0	Cleanup for 354-380 Hudson Street	
(Q2) October - December 31	None						

Department	Grant Name	Grant Amount	Awarded	Pending	Denied	Grant Description	Comment
	Department Total	\$124,900	\$0	\$124,900	\$0		
<b>Public Works</b>							
(Q1) July 1 - September 30	Transportation Investment Generating Economic Recovery (TIGER) Grant	TBD	\$0	TBD	\$0	Harford Transportation Pathways Strategy and Union Station Connectivity Project. Traffic and Streetscape upgrade to Asylum and Farmington Avenues to the Bushnell Archway; development of the Asylum Hill pedestrian pathway; preliminary design and environmental assessment of the Asylum and Church Street rail-road overpasses and the transportation center parking garage. Collaboration with Development Services. Total project costs \$39,686,177, amount of ARRA Funds totals \$33,587,677.	
(Q2) October - December 31	None						
	Department Total	\$0	\$0	\$0	\$0		
<b>Mayor's Office</b>							
(Q1) July 1 - September 30	Recovery Act: Energy Efficiency and Conservation Block Grant	\$1,372,700	\$1,372,700	\$0	\$0	To implement a broad based program of resource conservation and energy efficiency measures that will reduce the City's environmental footprint.	
(Q2) September - December 31	SAMHSA Reentry Program	\$1,200,000	\$0	\$1,200,000	\$0	Reentry program to help ex-offenders back into community	
	State of Connecticut Department of Emergency Management and Homeland Security	\$800,000	\$0	\$0	\$0	Construction for Public Safety Complex	
	Department Total	\$1,372,700	\$2,172,700	\$1,200,000	\$0		
<b>MHHS</b>							
(Q1) July 1 - September 30	Recovery Act: Broadband Technology Opportunities Program (BTOP) Grant: Last Mile Component and Public Computers Application	\$6,529,757	\$0	\$6,529,757	\$0	Expansion of Hartford's existing high-speed fiber optic and WiFi networks to include access and seamless communications for approximately 76 sites that house a community-based organizations area health educational centers, public housing Projects, homeless shelters, recreational and senior centers, programs for infants, young children and youth, public safety departments, and selected businesses.	
(Q2) September - December 31	None						
	Department Total	\$6,529,757	\$0	\$6,529,757	\$0		
<b>Community Initiatives</b>							
(Q1) July 1 - September 30	State of Connecticut Court Support Services Division	\$602,800	\$0	\$602,800	\$0	Pennsthrough grant being administered by City's Grants Admin. Division for the Connecticut Puerto Rican Forum Organization provided three month extension.	
	U.S. Department of Labor Young Parent's Demonstration Program	\$979,510	\$0	\$979,510	\$0	To provide training in educational and occupational skills for high risk mothers and fathers ages 16-24.	
	U.S. Department of Justice Local Juvenile Offender Implementation Program	\$3,100,000	\$0	\$3,100,000	\$0	Planning grant to serve area youth returning home from juvenile correctional or detention facilities. Planning of reentry model program	
(Q2) September - December 31	U.S. Department of Justice Second Chance Act Mentoring to Non-Profits	TBD	\$0	TBD	\$0	Reentry program to help ex-offenders back into community	
	Department Total	\$4,602,310	\$0	\$4,602,310	\$0		
	<b>Grand Totals</b>	\$43,995,468	\$11,286,675	\$21,719,338	\$10,987,555		



## **Performance Measures**

## Fiscal Year 2009-2010 Second Quarter Departmental Performance Results Report

### Purpose

This report is the Fiscal Year 2009-2010 Second Quarter Departmental Performance Results Report. It is the second of four quarterly reports planned for FY 2009-2010. The purpose of this report is to provide city leadership with timely, actionable information on the performance of departmental programs as assessed by key program performance measures. Also, these reports highlight department progress toward achieving specific departmental initiatives aligned with the mayor's goals and strategies. As departmental performance is assessed and issues emerge, it is hoped that this report helps initiate appropriate action required to ensure that city and departmental goals are fulfilled.

### Format

This report is structured by department in a simple format with two sections. The first section is a department's Quarterly Scorecard of Performance Measures. The performance measures are those featured in a department's FY 2009-2010 adopted budget. The scorecard presents FY09-10 second quarter results and cumulative year-to-date results viewed in relationship to the FY09-10 budgeted performance measures, as well as prior year actual results for FY05-06, FY06-07, FY07-08 and FY08-09. Finally, it provides a FY09-10 year-end forecast and a color-coded trend assessment indicating if the performance measure is "on budget" as compared to the adopted budget, or is trending in a positive or negative direction as indicated by green (positive) or red (negative) arrows. A department then explains the impact of these trends on city services and what corrective action, if any, is required.

During FY 2009-2010 there is an expectation across the departments that the results of many program performance measures may be significantly different by year-end than planned in the Adopted Budget. These differences are expected to be the result of decreases in budgeted revenues caused by the current economic slowdown or reductions in operating expenditures to close any projected revenue to expenditure gap.

The second section is a brief Department Strategic Initiatives Highlights Report. It highlights a department's progress made during the second quarter toward achieving its initiatives that are aligned with the mayor's goals, as well as the challenges to fulfilling these initiatives, if any.

### Participating Departments

Seventeen departments participated in this second quarter performance report. They are:

Registrars of Voters	Young Children
Town and City Clerk	Fire
Internal Audit	Police
Metro Hartford Information Services	Emergency Services & Telecommunications
Finance	Public Works
Human Resources	Development Services
Human Relations	Health and Human Services
Management and Budget	Library
Youth Services	



Registrars of Voters										Adopted vs. Forecast Trend		Key
										On Budget		▼
										Positive Increase Trend		▲
										Positive Decrease Trend		▼
										Negative Increase Trend		↑
										Negative Decrease Trend		↓
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget	Planned Action

Program: Election & Administration

Output										Adopted vs. Forecast Trend		Key
										On Budget		▼
# of customers receiving outreach and education	*	*	*	*	*	20,000	3,213	10,239	20,000		▼	
# of new voter registrations generated each fiscal year	*	*	*	*	*	5,000	440	827	5,000		▼	
# of active voters	*	*	*	*	*	50,000	46,710	46,710	50,000		▼	
Effectiveness										Adopted vs. Forecast Trend		Key
										On Budget		▼
% voter turnout	*	*	*	*	*	15%	8%	8%	8%		↓	
% of polls with bilingual worker present	*	*	*	*	*	50%	91%	91%	91%		▲	

\* In FY 2009-10 the Registrars of Voters will begin participating in reporting program performance measures.

Town and City Clerk									
FY 2009-2010 Program Performance Measures									
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date Forecast	FY 09-10 Year End Forecast	Adopted vs. Forecast Trend Key
\$ of City Clerk Operations Program adopted budget revenues collected	\$3,338,992	\$3,634,145	\$2,155,964	\$1,306,226	\$1,565,250	\$265,610	\$510,979	\$1,565,250	▼
# of customer service initiatives conducted	n/a	1	n/a	1	1	0	0	1	▼
<b>Effectiveness</b>									
% of absentee ballots mailed within 24 hours of request.	100%	100%	100%	100%	100%	n/a	n/a	100%	▼
% of City Clerk Operations Program adopted budget revenues collected	98.6%	95.6%	81.9%	45.2%	100%	16.9%	32.6%	100.0%	▼

Program: Operations

Output									
<b>Effectiveness</b>									
\$ of City Clerk Operations Program adopted budget revenues collected	n/a	n/a	\$584,653	\$539,111	\$586,050	\$176,215	\$323,845	\$586,050	▼
% of Vital Records Program adopted budget revenues collected	n/a	n/a	171%	94.0%	100%	30.1%	55.3%	100%	▼
% of Vital Records Program adopted budget revenues collected	n/a	n/a	171%	94.0%	100%	30.1%	55.3%	100%	▼

Program: Vital Records

Output									
<b>Effectiveness</b>									
\$ of Vital Records Program adopted budget revenues collected	n/a	n/a	\$584,653	\$539,111	\$586,050	\$176,215	\$323,845	\$586,050	▼
% of Vital Records Program adopted budget revenues collected	n/a	n/a	171%	94.0%	100%	30.1%	55.3%	100%	▼
% of Vital Records Program adopted budget revenues collected	n/a	n/a	171%	94.0%	100%	30.1%	55.3%	100%	▼

Internal Audit										FY 2009-2010 Program Performance Measures			
										Adopted vs. Forecast Trend Key			
										On Budget	Positive Increase Trend	Positive Decrease Trend	Negative Increase Trend
										↓	↑	↓	↑
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Cumulative Year to Date Actual	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	FY 09-10 Explanation and Effect on City Services & Budget	FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Adopted
<b>Program: Operations</b>													
<b>Output</b>													
# of planned audits	15	22	19	21	16	16	16	16	16	↓	↑	↑	↑
# of audit reports issued	4	9	15	10	16	0	4	4	16	↓	↑	↑	↑
# of unplanned special projects and reviews	45	41	40	27	30	0	0	10	10	↓	↑	↑	↑
<b>Effectiveness</b>													
\$ amount of actual and potential cost savings identified	\$4,870,800	\$2,628,300	\$1,906,200	\$1,774,300	\$466,715	\$0	\$663,236	\$750,000	\$750,000	↑	↑	↑	↑
\$ cost savings identified as a % of IA's budget	1727%	898%	510%	403%	100%	0%	142%	161%	161%	↑	↑	↑	↑
% of audit reports issued compared to plan	27%	41%	79%	48%	100%	0%	25%	100%	100%	↓	↑	↑	↑

Finance										Adopted vs. Forecast Trend Key			
										On Budget	▼		
										Positive Increase Trend	◀		
										Positive Decrease Trend	↓		
										Negative Increase Trend	↑		
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget	Planned Action	

Program: Collection

Output										Effectiveness			
Averages # of days to process tax payment from receipt to deposit										3	3.5	3	4
										4	4	4	4
Effectiveness													
% of current property taxes collected										94.2%	92.0%	93.7%	93.3%
% of delinquent property taxes collected										45.0%	61.0%	29.0%	45.0%

Program: Assessment

Output										Effectiveness			
# of assessment appeals										70	605	236	30
										30	30	0	10
										30	30	30	30
Effectiveness													
% growth in Grand List overall										2.5%	2.4%	4.5%	2.0%
% of growth in Grand List through new capital investment										1.1%	0.9%	0.5%	0.4%
Effectiveness													
% of business awarded Hartford vendors										n/a	37%	38%	33%

										Adopted vs. Forecast Trend Key		
										On Budget	▼	
										Positive Increase Trend	◀	
										Positive Decrease Trend	↓	
										Negative Increase Trend	↑	
										Negative Decrease Trend	↓	
<b>Finance</b>										FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Year End Forecast	Explanation and Effect on City Services & Budget
<b>FY 2009-2010 Program Performance Measures</b>										Planned Action		
<b>Program: Accounting &amp; Control</b>												
<b>Output</b>												
# of annual audit management letter comments	6	4	3	TBD	1	1	1	1	1	▼		
# of days payable outstanding	52	52	49	30	40	40	40	40	40	▼		
<b>Effectiveness</b>												
Fund balance as % of budgetary revenues	7.1%	7.0%	5.6%	3.0%	3.7%	3.7%	3.7%	3.7%	3.7%	▼		
Bond rating	A	A	A	A	A	A	A	A	A	▼		
Receipt of GFOA certificate for excellence in financial reporting	Yes	Yes	Yes	TBD	Yes	TBD	TBD	TBD	TBD	▼		
<b>Program: Revenue Management &amp; Collection</b>												
<b>Output</b>												
% of City-wide Non-Tax Revenue Collection system automated	n/a	n/a	n/a	80%	80%	80%	80%	80%	80%	▼		
\$ amount of all General Fund budgeted revenue received	\$469,773,733	\$489,766,583	\$515,466,987	\$529,638,703	\$535,768,191	\$106,597,827	\$239,381,518	\$335,768,191	\$335,768,191	▼		
<b>Effectiveness</b>												
% of all General Fund budgeted revenue received	101.2%	100.3%	98%	96.7%	100.0%	19.9%	44.7%	100.0%	100.0%	▼		

Metro Hartford Information Services						
FY 2009-2010 Program Performance Measures						
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	Adopted vs. Forecast Trend Key
						On Budget ✓
<b>Program: Business Systems</b>						
<b>Output</b>						
# of Financial System users supported	350	350	430	600	470	550
# of Payrolls processed	265	230	230	200	230	60
<b>Effectiveness</b>						
% of business systems availability	99.0%	99.8%	99.0%	99.7%	99.9%	99.0%
% of Payrolls processed on time	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Program: Network Operations						
Output						
# of Network Operations calls completed	1,818	1,674	2,436	3,440	2,500	650
# of HPS sites upgraded	n/a	20	12	13	11	1
<b>Effectiveness</b>						
% of voice network up time	99.41%	99.73%	99.93%	99.79%	99.90%	99.71%
% of server up time	99.80%	99.90%	99.80%	99.81%	99.90%	99.03%
% of Gigabit/ATM network transport uptime	99.57%	99.88%	99.96%	99.92%	99.90%	99.93%
% of Network Operations calls completed within standard turnaround time	82.00%	78.00%	72.22%	73.50%	75.00%	80.33%

Program: Network Operations						
Output						
# of Network Operations calls completed	1,818	1,674	2,436	3,440	2,500	650
# of HPS sites upgraded	n/a	20	12	13	11	1
<b>Effectiveness</b>						
% of voice network up time	99.41%	99.73%	99.93%	99.79%	99.90%	99.71%
% of server up time	99.80%	99.90%	99.80%	99.81%	99.90%	99.03%
% of Gigabit/ATM network transport uptime	99.57%	99.88%	99.96%	99.92%	99.90%	99.93%
% of Network Operations calls completed within standard turnaround time	82.00%	78.00%	72.22%	73.50%	75.00%	80.33%

Program: Network Operations						
Output						
# of Network Operations calls completed	1,818	1,674	2,436	3,440	2,500	650
# of HPS sites upgraded	n/a	20	12	13	11	1
<b>Effectiveness</b>						
% of voice network up time	99.41%	99.73%	99.93%	99.79%	99.90%	99.71%
% of server up time	99.80%	99.90%	99.80%	99.81%	99.90%	99.03%
% of Gigabit/ATM network transport uptime	99.57%	99.88%	99.96%	99.92%	99.90%	99.93%
% of Network Operations calls completed within standard turnaround time	82.00%	78.00%	72.22%	73.50%	75.00%	80.33%

Metro Hartford Information Services						
FY 2009-2010 Program Performance Measures						
Program: Support Services	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Cumulative Year to Date

Output						
Effectiveness						
# of desktop end users Hardware supported	n/a	7,500	8,500	8,500	9,100	12,000
# of user devices supported (cell phones + pagers)	n/a	n/a	n/a	900	900	900
# of student management systems end users supported	1,429	4,076	4,905	6,071	5,700	6,000
# of calls opened at MHS Help Desk	12,784	12,265	14,642	12,929	15,000	2,696
# of Help Desk calls completed by:						
Help Desk staff	n/a	n/a	4,062	4,107	6,000	1,103
Desktop End User Support staff	n/a	6,679	5,866	4,020	6,000	783
Student Management Systems staff	1,972	2,100	2,353	2,011	2,500	361
Total Support Service calls completed	n/a	9,000	8,324	10,138	15,500	2,247
# of users supported by Help Desk	n/a	n/a	6,000	6,000	6,700	6,000
% of support systems availability	95.00%	99.63%	99.00%	99.99%	99.90%	99.90%
% of support services calls completed within standard turnaround time	n/a	88.67%	91.50%	90.10%	95.00%	83.00%
% of student management systems calls completed within std. turnaround time	98.00%	99.34%	95.00%	98.00%	99.00%	99.00%
% of desktop end user calls completed within standard turnaround time	81.00%	78.00%	91.50%	82.09%	75.00%	72.00%

Adopted vs. Forecast Trend Key						
On Budget	▼					
Positive Increase Trend	↑					
Positive Decrease Trend	↓					
Negative Increase Trend	↑					
Negative Decrease Trend	↓					
FY 09-10 Trend Compared to Adopted	FY 09-10 Year End Forecast	FY 09-10 Cumulative Year to Date	FY 09-10 Actual	FY 09-10 Adopted	FY 09-10 Year End Forecast	FY 09-10 Compared to Adopted
Increase of PCs by BOE to support Educational initiatives	↑					
Slower response times due to insufficient staffing levels	↓					
Budget constraints limit resource levels						

Finance								Adopted vs. Forecast Trend Key			
				On Budget		▼					
				Positive Increase Trend		↑					
				Positive Decrease Trend		↓					
				Negative Increase Trend		↑					
				Negative Decrease Trend		↓					
<b>FY 2009-2010 Program Performance Measures</b>											
Program Performance Measures		FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget
Output		n/a	3	3	3.5	3	4	4	4	▼	Planned Action
Average # of days to process tax payment from receipt to deposit											
Effectiveness											
% of current property taxes collected		95.0%	94.2%	92.0%	93.7%	93.3%	93.0%	93.0%	93.0%	▼	
% of delinquent property taxes collected		35.5%	45.0%	61.0%	29.0%	45.0%	45.0%	45.0%	45.0%	▼	

Program: Collection

Effectiveness								Adopted vs. Forecast Trend Key			
				On Budget		▼					
				Positive Increase Trend		↑					
				Positive Decrease Trend		↓					
				Negative Increase Trend		↑					
				Negative Decrease Trend		↓					
<b>FY 2009-2010 Program Performance Measures</b>											
Effectiveness		n/a	605	236	30	30	0	10	30	▼	
Program: Assessment											
Output		# of assessment appeals	70	605	236	30	30	0	10	30	▼
Effectiveness											
Effectiveness		% growth in Grand List overall	2.5%	2.4%	4.5%	2.0%	2.0%	3.4%	3.4%	3.4%	↑
Effectiveness		% of growth in Grand List through new capital investment	1.1%	0.9%	0.5%	0.4%	0.5%	0.2%	0.2%	0.2%	↓

Program: Procurement

Effectiveness								Adopted vs. Forecast Trend Key			
				On Budget		▼					
				Positive Increase Trend		↑					
				Positive Decrease Trend		↓					
				Negative Increase Trend		↑					
				Negative Decrease Trend		↓					
<b>FY 2009-2010 Program Performance Measures</b>											
Effectiveness		% of business awarded Hartford vendors	n/a	37%	38%	33%	25%	25%	25%	▼	

Finance								Adopted vs. Forecast Trend Key			
								On Budget	▼		
								Positive Increase Trend	◀		
								Positive Decrease Trend	↓		
								Negative Increase Trend	↑		
								Negative Decrease Trend	↓		
<b>FY 2009-2010 Program Performance Measures</b>								<b>FY 09-10 Trend</b>	<b>FY 09-10 Compared to Adopted</b>	<b>Explanation and Effect on City Services &amp; Budget</b>	<b>Planned Action</b>
								<b>FY 09-10 Year End Forecast</b>	<b>FY 09-10 Cumulative Year to Date</b>		
<b>Program Performance Measures</b>		<b>FY 05-06 Actual</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Actual</b>	<b>FY 08-09 Actual</b>	<b>FY 09-10 Adopted</b>	<b>FY 09-10 2nd Quarter Actual</b>				
<b>Program: Accounting &amp; Control</b>											
<b>Output</b>											
# of annual audit management letter comments	6	4	3	TBD	1	1	1	1	1	▼	
# of days payable outstanding	52	52	49	30	40	40	40	40	40	▼	
<b>Effectiveness</b>											
Fund balance as % of budgetary revenues	7.1%	7.0%	5.6%	3.0%	3.7%	3.7%	3.7%	3.7%	3.7%	▼	
Bond rating	A	A	A	A	A	A	A	A	A	▼	
Receipt of GFOA certificate for excellence in financial reporting	Yes	Yes	Yes	TBD	Yes	TBD	TBD	TBD	TBD	▼	
<b>Program: Revenue Management &amp; Collection</b>											
<b>Output</b>											
% of City-wide Non-Tax Revenue Collection system automated	n/a	n/a	n/a	80%	80%	80%	80%	80%	80%	▼	
\$ amount of all General Fund budgeted revenue received	\$469,773,733	\$489,766,583	\$515,466,997	\$529,638,703	\$535,768,191	\$106,597,827	\$239,381,518	\$335,768,191	\$335,768,191	▼	
<b>Effectiveness</b>											
% of all General Fund budgeted revenue received	101.2%	100.3%	98%	96.7%	100.0%	19.9%	44.7%	100.0%	100.0%	▼	

Human Resources										Adopted vs. Forecast Trend Key			
										On Budget	▼		
										Positive Increase Trend	↑		
										Positive Decrease Trend	↓		
										Negative Increase Trend	↑		
										Negative Decrease Trend	↓		
<b>Program Performance Measures</b>										FY 09-10 Trend Compared to Adopted	FY 09-10 Year End Forecast	Explanation and Effect on City Services & Budget	Planned Action
<b>Program: Civil Service Management</b>													
<b>Output</b>													
TOTAL # POSITIONS FILLED										90	120	▼	
• # FT positions filled										n/a	74	100	↓ budget constraints
• # PT positions filled										n/a	11	15	↑ budget constraints
TOTAL # Open Competitive positions filled										n/a	46	95	↑ budget constraints
• # FT open competitive positions filled										n/a	40	80	↑ budget constraints
• # PT open competitive positions filled										n/a	6	15	↑ budget constraints
TOTAL # Promotional positions filled										n/a	40	53	↑ budget constraints
• # FT promotional positions filled										n/a	48	24	↑ budget constraints
• # PT promotional positions filled										n/a	5	1	↑ budget constraints
TOTAL # POSITIONS POSTED										200	144	161	↑ budget constraints
• # FT positions posted										n/a	113	85	↑ budget constraints
• # PT positions posted										n/a	48	5	↑ budget constraints
TOTAL # Open Competitive positions posted										n/a	78	63	↑ budget constraints
• # FT open competitive positions posted										n/a	58	23	↑ budget constraints
• # PT open competitive positions posted										n/a	5	15	↑ budget constraints
TOTAL # Promotional positions posted										n/a	66	58	↑ budget constraints
• # FT promotional positions posted										n/a	55	51	↑ budget constraints
• # PT promotional positions posted										n/a	3	1	↑ budget constraints

							Adopted vs. Forecast Trend Key			
							On Budget	▼		
							Positive Increase Trend	▲		
							Positive Decrease Trend	▼		
							Negative Increase Trend	↑		
							Negative Decrease Trend	↓		
<b>Human Resources</b>										
<b>FY 2009-2010 Program Performance Measures</b>										
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget
<b>Effectiveness</b>										Planned Action
% of FT employee turnover	n/a	n/a	n/a	n/a	10%	11%	2%	11%	▼	
% of FT new hires who are Hartford residents	n/a	n/a	n/a	n/a	50%	40%	33%	42%	40%	▼
<b>Program: Training</b>										
<b>Output</b>										
# of training courses conducted	65	48	131	114	60	34	43	60	▼	
# of employees who attended Human Resources training courses	503	425	700	819	400	243	289	400	▼	
# of employees who attended at least one Human Resources training course	n/a	n/a	n/a	512	100	70	100	150	▼	Add'l training requested during lean times
<b>Effectiveness</b>										
Average overall training course rating (1.0 to 5.0)	4.72	4.84	4.78	4.85	4.75	4.94	4.87	4.75	▼	
<b>Program: Technical Services</b>										
<b>Output</b>										
TOTAL # APPLICATIONS PROCESSED	n/a	n/a	n/a	713	850	334	636	850	▼	
TOTAL # FT NEW HIRES	n/a	n/a	n/a	19	80	52	60	80	▼	
# FT new hires (public safety)	n/a	n/a	n/a	0	75	41	42	75	▼	
# FT new hires (civilian/non-public safety)	n/a	n/a	n/a	17	5	11	18	5	▲	Need for Police Officers
# FT new hires (general funded)	n/a	n/a	n/a	15	80	27	34	80	▼	
# FT new hires (grant funded)	n/a	n/a	n/a	4	0	25	26	0	▲	Police Officers (Grants)
# FT new hires (hartford residents)	n/a	n/a	n/a	0	0	17	21	0	▲	Refilling positions and Police Officers

Human Resources							
FY 2009-2010 Program Performance Measures							
Program Performance Measures	Adopted vs. Forecast Trend Key						
	On Budget	▼					
	Positive Increase Trend	↑					
	Positive Decrease Trend	↓					
	Negative Increase Trend	↑					
	Negative Decrease Trend	↓					
		FY 09-10 Trend Compared to Adopted	FY 09-10 Year End Forecast	FY 09-10 Cumulative Year to Date	FY 09-10 Actual	FY 09-10 2nd Quarter Actual	FY 09-10 Actual
TOTAL # SEPARATED EMPLOYEES	n/a	n/a	n/a	192	235	41	70
# FT separated employees	n/a	n/a	n/a	107	175	39	68
# PT separated employees	n/a	n/a	n/a	85	60	2	60
TOTAL # HARTFORD RESIDENT EMPLOYEES	n/a	n/a	n/a	733	950	709	709
# FT Hartford resident employees	n/a	n/a	n/a	454	585	426	585
# PT Hartford resident employees	n/a	n/a	n/a	279	365	283	365
TOTAL # NON-HARTFORD RESIDENT EMPLOYEES	n/a	n/a	n/a	1,157	1,215	1,175	1,215
# FT Non-Hartford resident employees	n/a	n/a	n/a	1,076	1,125	1,092	1,125
# PT Non-Hartford resident employees	n/a	n/a	n/a	81	90	83	90

#### Program: Labor Relations

Output							
Effectiveness							
# of Step 3 grievances filed	n/a	49	48	83	60	16	25
# of Step 3 grievances resolved	n/a	26	24	31	35	12	13

FT = Full-Time  
PT = Part-Time  
<sup>1</sup> = Step 3 grievances are those grievances heard by the Human Resources Department

								Adopted vs. Forecast Trend Key			
								On Budget	▼		
								Positive Increase Trend	▼		
								Positive Decrease Trend	▼		
								Negative Increase Trend	▼		
								Negative Decrease Trend	▼		
<b>Human Relations</b>								FY 2009-2010 Program Performance Measures			
								FY 08-10 Actual	FY 08-09 Adopted	FY 09-10 Actual	FY 09-10 Forecast
Program Performance Measures								FY 08-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted
											Explanation and Effect on City Services & Budget
											Planned Action
<b>Program: Administration</b>											
<b>Effectiveness</b>											
% of FOI responded within 4 days								99%	100%	99%	95%
										100%	100%
										95%	▼
<b>Program: Contract Compliance and Enforcement</b>											
Output											
# of closed contracts with M/WBE (Minority and Women Business Enterprises) participation stipulations								26	53	37	30
										14	29
# of open contracts with M/WBE participation stipulations								160	88	85	85
										63	63
# of closed contracts with Davis Bacon and Prevailing Wages* requirements								18	21	15	10
										20	17
# of open contracts with Davis Bacon and Prevailing Wages requirement								75	88	56	60
										40	40
										60	▼

Human Relations									
FY 2009-2010 Program Performance Measures									
Program Performance Measures	Adopted vs. Forecast Trend Key								
	On Budget	▼							
	Positive Increase Trend	↑							
	Positive Decrease Trend	↓							
	Negative Increase Trend	↑							
	Negative Decrease Trend	↓							
# of closed contracts with minority and woman trade workers participation		32	58	34	25	25	14	29	25
# of open contracts with minority and woman trade workers participation		159	160	89	80	63	63	80	▼
# of closed contracts with Hartford Residents workers participation stipulation		30	58	35	25	14	29	25	▼
# of open contracts with Hartford Residents workers participation stipulation		154	163	88	80	61	61	80	▼
<b>Effectiveness</b>									
% of closed contracts in compliance with M/WBE participation		81%	93%	92%	80%	80%	93%	93%	80% ▼
% of open contracts in compliance with M/WBE participation		47%	67%	47%	50%	50%	79%	79%	50% ▼
% of closed contracts in compliance with Davis Bacon and Prevailing Wages		94%	100%	100%	70%	70%	83%	83%	70% ▼
% of open contracts in compliance with Davis Bacon and Prevailing Wages		74%	75%	59%	60%	60%	80%	80%	60% ▼
% of closed contracts in compliance with minority and woman trade workers participation		81%	87%	88%	80%	60%	93%	93%	60% ▼
% of open contracts in compliance with minority and woman trade workers participation		42%	62%	43%	40%	40%	70%	70%	40% ▼

								Adopted vs. Forecast Trend Key	
								On Budget	▼
								Positive Increase Trend	◀
								Positive Decrease Trend	▶
								Negative Increase Trend	◀
								Negative Decrease Trend	▶
<b>Human Relations</b>									
<b>FY 2009-2010 Program Performance Measures</b>									
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted
% of closed contracts in compliance with Hartford Residents workers participation	46%	43%	48%	25%	25%	57%	57%	25%	▼
% of open contracts in compliance with Hartford Residents workers participation	16%	26%	18%	18%	18%	35%	35%	18%	▼
% of contracts in compliance with the living wage	85%	100%	100%	95%	95%	100%	100%	95%	▼

Effectiveness	% of complaints investigated within 180 days**	100%	66%	95%	70%	70%	80%	80%	70%	▼
% of Discrimination Cases Resolved within 180 days*	100%	66%	53%	65%	65%	90%	90%	90%	65%	▼
% CHRO complaint cases responded within deadline***	99%	99%	n/a	95%	95%	100%	100%	100%	95%	▼
% of MWBE Certifications completed within 30 days**	n/a	n/a	n/a	70%	70%	100%	100%	100%	70%	▼
% of vendor and suppliers EEO certification completed within 5 days**	43%	62%	65%	70%	70%	99%	99%	99%	70%	▼

\*The Davis-Bacon Act requires that each contract over \$2,000 of construction, alteration, or repair of public buildings or public works shall contain a clause setting forth the minimum wages to be paid to various classes of laborers and mechanics employed under the contract. Under the provisions of the Act, contractors or their subcontractors are to pay workers employed directly upon the site of the work no less than the locally prevailing wages and fringe benefits paid on projects of a similar character.

#### Program: Equal Opportunity & Civil Rights

\*\*Commission on Human Rights and Opportunities (CHRO) deadline per  
\*\*\*City Office of Human Relations internal guideline

								Adopted vs. Forecast Trend Key			
								On Budget	▼		
								Positive Increase Trend	▲		
								Positive Decrease Trend	▼		
								Negative Increase Trend	↑		
								Negative Decrease Trend	↓		
<b>Management &amp; Budget</b>											
FY 2009-2010 Program Performance Measures											
								FY 09-10 Trend	▼		
								Compared to Adopted			
								Year End Forecast			
								Year to Date			
								Cumulative			
								FY 09-10 Actual			
								FY 09-10 Adopted			
								FY 08-09 Actual			
								FY 07-08 Actual			
								FY 05-06 Actual			
<b>Program Performance Measures</b>								Explanation and Effect on City Services & Budget			
								Planned Action			
<b>Program: Budget Development and Control</b>											
<b>Output</b>											
# of operating departments managing within adopted General Fund appropriation								15	20	20	19
<b>Effectiveness</b>											
% of operating departments managing within adopted General Fund appropriation*								75%	100%	100%	95%
Attainment of GFOA Award for Adopted Budget Book								Yes	TBD	TBD	Yes
<b>Program: Operations Improvement</b>											
<b>Output</b>											
# of operations improvement/ organizational design/customer service projects City-wide								5	5	3	5

Management & Budget									
FY 2009-2010 Program Performance Measures									
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	Adopted vs. Forecast Trend Key
# of grants active grants City-wide	n/a	n/a	80	106	95	11	111	116	↑
# of new grants applied for	n/a	n/a	29	25	25	6	12	25	↓
# of new grants awarded	n/a	n/a	10	16	15	6	11	15	↓
\$ amount of grants applied for	n/a	n/a	\$15,000,000+	\$32,661,421	\$10,000,000+	\$5,111,966	\$13,827,296	\$15,000,000	↑
\$ amount of new grants awarded	n/a	n/a	\$2,499,849	\$11,412,860	\$2,000,000	\$3,530,727	\$11,298,675	\$15,000,000	↑
# of community based organization grant applications processed	n/a	n/a	5	4	6	1	1	6	↓
\$ amount of community based grants applied for	n/a	n/a	\$1,415,000	\$4,702,310	\$1,500,000	\$0	\$0	\$750,000	↓
\$ amount of community based grants awarded	n/a	n/a	\$1,100,000	\$602,800	\$1,300,000	\$0	\$0	\$750,000	↓

Program: Grants Administration\*\*

#### Output

# of grants active grants City-wide	n/a	n/a	80	106	95	11	111	116	↑
# of new grants applied for	n/a	n/a	29	25	25	6	12	25	↓
# of new grants awarded	n/a	n/a	10	16	15	6	11	15	↓
\$ amount of grants applied for	n/a	n/a	\$15,000,000+	\$32,661,421	\$10,000,000+	\$5,111,966	\$13,827,296	\$15,000,000	↑
\$ amount of new grants awarded	n/a	n/a	\$2,499,849	\$11,412,860	\$2,000,000	\$3,530,727	\$11,298,675	\$15,000,000	↑
# of community based organization grant applications processed	n/a	n/a	5	4	6	1	1	6	↓
\$ amount of community based grants applied for	n/a	n/a	\$1,415,000	\$4,702,310	\$1,500,000	\$0	\$0	\$750,000	↓
\$ amount of community based grants awarded	n/a	n/a	\$1,100,000	\$602,800	\$1,300,000	\$0	\$0	\$750,000	↓

\* This is a city-wide indicator that M& B monitors.

\*\* The recommended FY 08-09 Grants Administration numbers exclude CDBG (HUD) grants and CIP projects.

Office for Youth Services							
FY 2009-2010 Program Performance Measures							
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date Forecast
Adopted vs. Forecast Trend Key							
On Budget	✓						
Positive Increase Trend	↑						
Positive Decrease Trend	↓						
Negative Increase Trend	↑						
Negative Decrease Trend	↓						

**Program: Youth At-Risk**

Output	# of youth engaged in Peacebuilders Initiative	n/a	n/a	n/a	415	350	173	216	350	✓	
# youth attending Peacebuilder workshops	n/a	n/a	n/a	n/a	75	150	50	75	150	✓	
# of youth served by the Juvenile Review Board (JRB)	n/a	n/a	n/a	n/a	165	300	122	144	300	✓	
# of youth completing JRB Recommendations	n/a	n/a	n/a	n/a	156	200	12	13	200	✓	

**Effectiveness**

% of youth engaged in Peacebuilders initiatives with reduced engagement in physical violence and delinquency	n/a	n/a	n/a	40%	60%	n/a	n/a	60%	✓	Data compiled at program Exit
% of youth served by the JRB that do not reoffend within 12 months.	n/a	n/a	n/a	n/a	60%	n/a	n/a	60%	✓	Data compiled at program Exit

Office for Youth Services							
FY 2009-2010 Program Performance Measures							
Adopted vs. Forecast Trend Key							
On Budget!							
Positive Increase Trend							
Positive Decrease Trend							
Negative Increase Trend							
Negative Decrease Trend							
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date Forecast
						FY 09-10 Trend Compared to Adopted	FY 09-10 Explanation and Effect on City Services & Budget
							Planned Action

**Program: Youth Enrichment**

**Output**

# of youth participating in Community Schools Initiative	n/a	n/a	n/a	1,164	1,200	662	1,200
# of youth participating in enrichment program	n/a	n/a	3,000	4,223	2,000	496	2,000

**Effectiveness**

% of Community Schools participants maintaining 65% or better average daily program attendance	n/a	n/a	n/a	N/A	75%	72%	74%
% of youth in Hartford Office of Youth Services (HOYS) programs who maintain a 85% school attendance rate	n/a	n/a	n/a	N/A	75%	n/a	75%

Office for Youth Services						
FY 2009-2010 Program Performance Measures						
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 Cumulative Year to Date Forecast
	On Budget	▼				
	Positive Increase Trend	↑				
	Positive Decrease Trend	↓				
	Negative Increase Trend	↑				
Program: Workforce Development	FY 09-10 2nd Quarter Actual	FY 09-10 Year End Forecast	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Adopted	FY 09-10 Explanation and Effect on City Services & Budget
						Planned Action

**Program: Workforce Development**

Output						
# of youth engaged in workforce activities	n/a	n/a	1,106	1,161	1,000	850
# of youth participating in internship programs	n/a	n/a	150	82	75	30

**Effectiveness**

Effectiveness						
% of youth participating in workforce development activities making demonstrable gains in workforce competencies	n/a	n/a	n/a	60%	n/a	60%

**Program:  
Training/Technical Support**

Output						
# of community-based agencies using Hartford Connects II	n/a	n/a	9	20	20	20
# individual youth services workers attending training and technical assistance workshops	n/a	n/a	n/a	100	39	100
# of Participants in Youth Development Practitioner Academy and Middle Managers Institute	n/a	n/a	n/a	54	50	35

The Office for Youth Services was established in FY 06-07 therefore historical data is not available prior to this year.

Office for Young Children										Adopted vs. Forecast Trend Key		
										On Budget	▼	
FY 2009-2010 Program Performance Measures										Positive Increase Trend	↔	
										Positive Decrease Trend	↔	
										Negative Increase Trend	↔	
										Negative Decrease Trend	↔	
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget	Planned Action	

#### Program: Young Children

##### Output and Effectiveness

# & % of Hartford preschool children served in school readiness slots	1015 (23%)	1209 (27%)	1412 (32%)	1616 (37%)	1500 (34%)	1563 (36%)	1563 (36%)	1550 (35%)	↑	More children continue to be served in school readiness spaces even with a declining population.	Ensure full utilization of awarded slots and reallocate funds where indicated.
% of school readiness professionals that meet minimum state credential requirements	n/a	79%	81%	80%	82%	77%	75%	80%	▼	More individuals enter the workforce and/or meet qualifications.	Continue to advocate for increased funds and increase collaborations with CCC.
% of school readiness children absent more than 25%	n/a	n/a	n/a	13%	15%	19%	17%	15%	▼	October through December attendance rates are historically lower due to winter weather	School readiness programs with lower attendance rates will be required to submit corrective action plans.
% of accredited school readiness sites	n/a	94%	86%	78%	80%	84%	81%	86%	↓	Funded programs offer higher quality services.	Continue to provide support to programs in the accreditation process.

FY 2009-2010 Program Performance Measures								Adopted vs. Forecast Trend Key			
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget	Planned Action
On Budget	▼										
Positive Increase Trend	↑										
Positive Decrease Trend	↓										
Negative Increase Trend	↑										
Negative Decrease Trend	↓										

Program: Suppression

Output	# of incidents responded to.	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	Explanation: Increase of calls is normal and will level off as year fiscal year proceeds. Effect is increased demand on city resources.
# of incidents responded to.	22,351	22,318	22,087	21,806	22,100	5,767	12,237	24,474	↑		Monitor and analyze data
# of EMS calls responded to	13,783	12,509	14,350	14,817	14,800	3,923	8,144	16,288	↑		Normal increase. Predict they will level off to projected numbers. Effect is increased demand on city resources.
Total # of fires	1,081	1,235	1,228	1,053	1,080	271	558	1,116	↑		Winter months historically creates increase of demand, effect is increased demand of city resources.

FY 2009-2010 Program Performance Measures										Adopted vs. Forecast Trend Key			
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget	Planned Action	
# of fire deaths per 10,000 residents (124,500 Hartford residents)	0	0.24	0	0	0	3	3	3	↑	↑	These fire casualties occurred in single family dwellings, fire code does not regulate these occupancies for inspection frequency, fire company surveys need to increase in order to reach this type of occupancy. Effect is increased demand on limited resources	Increase fire company area surveys through coordination from Fire Marshal's office.	
# of vehicle fires	195	228	209	191	200	34	92	184	↓	↓			
# of hazardous materials incidents	769	235	242	282	435	107	190	380	↓	↓			
# of auto accidents	778	1,624	1,652	1,544	1,615	397	872	1,774	↓	↓			
# of structural fires	171	104	90	84	78	22	42	84	↑	↑			
<b>Effectiveness</b>													
% of alarms responded to within 4 minutes	30%	30%	54%	56%	60%	57%	57%	60%	↑	↑			
% of EMS calls responded to within 4 minutes	60%	30%	54%	56%	60%	57%	57%	60%	↑	↑			
% of fires contained to room of origin	n/a	30%	27%	31%	30%	39%	31%	30%	↑	↑			

Fire														
FY 2009-2010 Program Performance Measures														
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date Forecast							
<b>Adopted vs. Forecast Trend Key</b>														
On Budget      ↓														
Positive Increase Trend      ↑														
Positive Decrease Trend      ↓														
Negative Increase Trend      ↑														
Negative Decrease Trend      ↓														

#### Program: Fire Prevention

Output							
# of arson fires identified	46	85	68	74	92	12	34
# of fire prevention inspections conducted	2,875	3,368	2,629	5,331	4,500	1,504	2147
# of residents relocated because of unsafe living conditions	550	276	703	207	200	45	64
# of City residents participated in Fire Safety Programs	14,399	18,253	18,500	9,593	6,800	1,938	3,856
# of participants in the Explorer Program	20	30	30	35	10	30	30

\* January 2005 - June 2005 only or indicates incomplete figures due to technical problems with reporting software.

										Adopted vs. Forecast Trend Key			
										On Budget	▼		
										Positive Increase Trend	▲		
										Positive Decrease Trend	▼		
										Negative Increase Trend	↑		
										Negative Decrease Trend	↓		
<b>FY 2009-2010 Program Performance Measures and Statistics</b>										FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Forecast	Explanation and Effect on City Services & Budget	Planned Action
<b>Program Performance Measures</b>	<b>FY 05-06 Actual</b>	<b>FY 06-07 Actual</b>	<b>FY 07-08 Actual</b>	<b>FY 08-09 Actual</b>	<b>FY 09-10 Adopted</b>	<b>FY 09-10 2nd Quarter Actual</b>	<b>FY 09-10 Cumulative Year to Date</b>	<b>FY 09-10 Year End Forecast</b>					
<b>Program: Community Services Bureau</b>													
<b>Output</b>													
# of Total Part I Crimes per Year*	10,954	9,558	8,421	7,662	7,578	2,066	4,306	7,522	▼				
# of Part 1 Violent Crimes per Year	n/a	n/a	1,475	1,530	1,327	424	872	1,611	↑	Data indicates that Part 1 violent crime continues to trend higher than anticipated.			
# of Part 1 Property Crimes per Year	n/a	n/a	6,946	6,132	6,251	1,642	3,434	5,911	↓	Current data indicates there is a reduction of property crime occurring in the city.			
# of Youth Arrests (age 17 and under) per Year	n/a	n/a	2,170	1,795	1,725	477	877	1,736	▼				
# of Truancies per Year	n/a	n/a	n/a	n/a	**	150***	N/A						
<b>Effectiveness</b>													
% Change of Total Part I Crimes from Prior Year	-13%	-13%	-12%	-9%	-5%	8%	N/A	-1.9%	↑	Current data indicates that Part 1 crime measured fiscally is higher than last fiscal year.			
Avg. Response Time (in minutes) of Citizen Initiated Calls for Service:													
Priority A: Life threatening or incidents needing emergency response	8.1	7.8	7.7	7	7.0	7.0	N/A	7.0	▼				
Priority B: Urgent or likely to become "A" calls	31.9	30.4	35.8	28.2	30.0	27.4	N/A	30.0	▼				
Priority C: Routine service and non-urgent situations	50.6	48.1	53.5	44.2	45.0	44.3	N/A	45.0	▼				

\* Part 1 Crimes are categorized as follows: Murder, Rape, Robbery, Aggravated Assault, Burglary, Larceny and Auto Theft  
 \*\* This number represents the current quantity of students being tracked in the Truancy Program. This is not a cumulative statistic.

										Adopted vs. Forecast Trend Key			
										On Budget	▼		
										Positive Increase Trend	↑		
										Positive Decrease Trend	↓		
										Negative Increase Trend	↑		
										Negative Decrease Trend	↓		
<b>Police</b>										FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Year End Forecast	Explanation and Effect on City Services & Budget	Planned Action
<b>FY 2009-2010 Program Performance Measures and Statistics</b>										FY 09-10 Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast					
<b>Internal Affairs</b>													
<b>Output</b>													
# of Citizen Complaints Received	131	152	142	145	180	23	61	150		The reduction of citizen complaints indicates officers are performing their jobs properly		No corrective action is necessary	

Emergency Services & Telecommunications									Adopted vs. Forecast Trend Key		
FY 2009-2010 Program Performance Measures									On Budget	▼	
									Positive Increase Trend	↑	
									Positive Decrease Trend	↓	
									Negative Increase Trend	↑	
									Negative Decrease Trend	↓	
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget
<b>Program: Emergency Operations Management</b>									Planned Action		
<b>Effectiveness</b>											
% of emergency calls completed by contractors within industry standard times	93%	95%	95%	94%	95%	95%	95%	95%			
<b>Program: Public Safety Telecommunications</b>											
<b>Output</b>											
# of 911 calls received	160,901	156,562	154,648	140,561	160,000	32,350	69,731	140,000			
# of other calls received	534,856	567,708	457,764	314,468	450,000	93,084	174,415	350,000			
Total Calls Received	695,757	724,270	612,412	455,029	610,000	125,444	244,146	500,000			
# of Police calls dispatched	267,966	208,809	208,138	230,271	215,000	61,851	125,051	250,000	Calls Increased Monitor		
# of Fire Emergency Medical Service (EMS) calls dispatched	20,307	15,113	14,955	15,140	16,000	4,087	8,240	16,000			
# of Fire Suppression calls dispatched	13,389	11,136	10,020	11,551	11,500	2,868	5,704	11,500			
# of ambulance calls dispatched	30,853	23,152	22,930	23,890	24,000	6,165	12,563	24,000			
<b>Effectiveness</b>											
% of call takers Emergency Medical Dispatch (EMD) trained	100%	100%	100%	100%	100%	100%	100%	100%			
% of monitored EMD calls meeting quality assurance standards	88%	97%	96%	98%	95%	97%	96.5%	97%			

Emergency Services & Telecommunications							Adopted vs. Forecast Trend Key		
FY 2009-2010 Program Performance Measures							On Budget	▼	
							Positive Increase Trend	↑	
							Positive Decrease Trend	↓	
							Negative Increase Trend	↑	
							Negative Decrease Trend	↓	
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted
							Explanation and Effect on City Services & Budget		Planned Action

Program: Alarm Enforcement

Output and Effectiveness		
# of total Police alarms received	10,486	9,147
% change in total Police alarms from previous year	-12.52%	-12.76%

# of total Police False alarms received		
# of total Police False alarms received	8,343	7,317
% change Police False alarms from previous year	-12.87%	-12.29%

# of total Fire alarms received		
# of total Fire alarms received	2,020	1,869
% change in total Fire alarms from previous year	3.96%	-7.47%

# of total Fire false alarms received		
# of total Fire false alarms received	1,406	1,283
% change in Fire false alarms from previous year	3.30%	-8.74%

2nd Quarter results and corresponding % reduction/increases are compared to Q2 results of FY 08/09

FY 2009-2010 Program Performance Measures										Adopted vs. Forecast Trend Key	
										On Budget	▼
										Positive Increase Trend	◀
										Positive Decrease Trend	▶
										Negative Increase Trend	↑
										Negative Decrease Trend	↓
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget	Planned Action
<b>Program: Facilities</b>											
<b>Efficiency</b>											
\$ allocated per square foot to maintain city buildings (custodial and trades combined)	n/a	\$2.30	\$1.83	\$1.74	\$1.74	\$1.74	\$1.74	\$1.74	▼		
<b>Effectiveness</b>											
% of city-controlled lighting (exterior building, park and ornamental lighting) repairs completed in 18 business days of request for replacement	n/a	80%	80%	50%	50%	40%	40%	40%	▶		
Annual customer focus group rating of building cleanliness*	n/a	Good	Good	Fair	Fair	Fair	Fair	Fair	▼		
<b>Program : Flood Control</b>											
<b>Effectiveness</b>											
Army Corps of Engineers rating of City levees	n/a	n/a	Good	Good	Good	Good	Good	Good	▼		
% of flood control system maintenance and repair objectives meeting Army Corps of Engineers standards	n/a	n/a	70%	90%	95%	95%	95%	95%	▼		
<b>Program : Street Services</b>											
<b>Output</b>											
# of lane miles of road paved annually	40.9	44.6	29.0	36.0	15.0	0.00	1.75	12.0	▶	No paving program during 2nd Qtr.	If State road aid is bonded, more paving may be done
<b>Efficiency</b>											
\$ cost of road paved per lane mile	n/a	n/a	\$78,793	\$95,000	\$95,000	N/A	\$95,000	\$95,000	▼	Late funding created schedule conflict between State & City	
<b>Effectiveness</b>											
Overall citywide PCI (Pavement Condition Index) rating of streets	75	75	83	80	78	78	75	75	▶		

FY 2009-2010 Program Performance Measures										Adopted vs. Forecast Trend Key	
										On Budget	▼
										Positive Increase Trend	◀
										Positive Decrease Trend	▶
										Negative Increase Trend	↑
										Negative Decrease Trend	↓
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget	Planned Action
Annual NRZ focus group rating of neighborhood cleanliness* Clean Sweep Avenue	n/a	Good	Good	Good	N/A	Good	Good	Good	▼		
<b>Program: Waste &amp; Recycling</b>											
<b>Output</b>											
# of tons of recyclables collected	2, 250	1, 814	2,481	2,900	3,000	1,071	1,832	4,800	▼		
<b>Efficiency</b>											
\$ amount of tipping fees avoided through recycling: \$10.00 per ton collected	n/a	n/a	\$24,810	\$25,000	\$30,000	\$64,260	\$109,920	\$302,400	▼		
<b>Effectiveness</b>											
% of State Recyclable Goal met	n/a	n/a	6.5%	8%	6%	3%	5%	15%	▼		
Annual customer focus group rating of waste collection service*	n/a	Good	Good	Good	Good	Good	Good	Good	▼		
<b>Program: Parks</b>											
<b>Output</b>											
# of acres of city parks, cemeteries, park land with trees and athletic fields maintained	2,218	2,218	2,218	1,651	1,651	1,651	1,651	1,651	▼		
# of athletic fields prepared and maintained for residents	n/a	n/a	80	80	80	80	80	80	▼		

FY 2009-2010 Program Performance Measures										Adopted vs. Forecast Trend Key																				
Program Performance Measures	FY 05-06 Actual			FY 06-07 Actual			FY 07-08 Actual			FY 08-09 Actual			FY 09-10 Adopted			FY 09-10 Cumulative Year to Date			FY 09-10 Year End Forecast			FY 09-10 Trend Compared to Adopted			Explanation and Effect on City Services & Budget			Planned Action		
<b>Effectiveness</b>																														
Annual customer focus group rating of athletic fields*	n/a	Good	Fair	Good	Fair	N/A	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair					
Annual customer focus group rating of city green spaces*	n/a	Good	Good	Good	Good	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair	Fair					

\* Annual rating system will be based on; Excellent, Good, Fair, Poor

Development Services										FY 2009-2010 Program Performance Measures				Adopted vs. Forecast Trend Key			
										On Budget		▼					
										Positive Increase Trend		↑					
										Positive Decrease Trend		↓					
										Negative Increase Trend		↑					
										Negative Decrease Trend		↓					
Program Performance Measures		FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Year End Cumulative Year to Date	FY 09-10 Forecast	FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Adopted	FY 09-10 Explanation and Effect on City Services & Budget	Planned Action			
<b>Housing &amp; Property Management Division</b>																	
<b>Output</b>																	
# of HPLF, Gap, Home and HouseHartford loans closed																	
# of units receiving property improvement financing																	
# of rental units created																	
# of homeownership units created																	
\$ amount of City investment in housing programs																	
\$ amount of private and other public funds leveraged for properties financed through City investment in housing programs																	
\$ amount of fees and annual taxes generated by development																	
\$ amount of loan collections																	
Problem properties positively impacted (including L&I activity)																	

Development Services							Adopted vs. Forecast Trend Key		
FY 2009-2010 Program Performance Measures							On Budget	▼	
							Positive Increase Trend ↑↑↑		
							Positive Decrease Trend ↓↓↓		
							Negative Increase Trend ↑↓↓		
							Negative Decrease Trend ↓↑↑		
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted

#### Licenses & Inspections Division

Output									
Total # of Housing Code inspections conducted	9,038	9,974	5,433	5,438	4,500	1,414	3,110	4,500	▼
# of inspection violations	10,233	10,415	6,002	5,343	2,800	475	1,128	2,800	▼
Total # of building and trades permits issued	4,348	4,037	3,490	4,203	4,500	547	1,526	4,500	▼
Total fees received from all building and trades permits applications	\$4,495,287	\$4,797,459	\$6,006,398	\$7,336,553	\$7,000,000	\$1,136,067	2,049,559	\$4,000,000	↓

#### Effectiveness

#### Planning Division

Output									
Total # of planning reviews for all Boards and Commissions	225	228	319	678	350	166	376	760	↑
# of Business Façade Improvements	15	25	24	15	10	7	9	8	↓
Value of facade improvements	\$732,225	\$554,466	\$519,000	\$1,011,511	\$650,000	\$200,000	\$250,000	\$350,000	↓
# of building permit applications reviewed by zoning division for compliance	1,800	1,639	1,329	1,238	1,000	300	594	1,200	↑
# of zoning complaints resolved	n/a	536	292	636	100	150	298	600	↑

Development Services							FY 2009-2010 Program Performance Measures				Adopted vs. Forecast Trend Key			
											On Budget	>		
											Positive Increase Trend	↔		
											Positive Decrease Trend	↔		
											Negative Increase Trend	↔		
											Negative Decrease Trend	↔		
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	FY 09-10 Explanation and Effect on City Services & Budget				Planned Action

#### Grants Management Division

Output						
# of sub-grantees audits completed	25	22	20	20	20	1
\$ amount of private, public and other funds leveraged by CDBG funds	n/a	\$24,400,000	\$26,000,000	\$25,000,000	\$6,415,575	\$12,831,150 \$25,000,000

#### Economic Development Division

Output						
\$ value of loans facilitated and closed by HEDCO, SAMA, CEDF and private lenders	\$977,000	\$927,500	\$1,275,000	\$327,000	\$500,000	\$0 \$0 \$250,000
# of new small businesses established	180	148	107	121	75	10 35 75 → Recession
# of jobs created	860	810	217	497	2,500	2030 2,049 2,500 ✓
# of jobs retained	715	1,615	920	2779	150	0 5 150 ✓
# of new square feet occupied for Corporate Business Development managed projects	n/a	270,400	193,000	537,000	50,000	45,000 65,000 ↘

Health & Human Services										Adopted vs. Forecast Trend Key		
										On Budget	▼	
										Positive Increase Trend	↑	
										Positive Decrease Trend	↓	
										Negative Increase Trend	↑	
										Negative Decrease Trend	↓	
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year-to Date	FY 09-10 Year End Forecast	FY 09-10 Compared to Adopted	FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget	Planned Action
<b>Program: Environmental Health</b>												
<b>Output</b>												
# of inspections of food establishments conducted according to state mandates	1,170	1,264	2,228	2,340	4,000	609	1,116	2,232	↓	Insufficient staff to achieve 4,000	To achieve goal additional inspectors must be hired.	
# of lead contaminated housing units investigated	n/a	n/a	232	328	225	34	143	286	↑	HUD Lead grant has allowed to exceed the projected goal.	Continue inspections until HUD funds are expended.	
# of investigations conducted of lead poisoning in children	71	169	117	68	150	14	36	72	↓	Fewer children are being reported with high blood lead levels.	Continue to provide follow up to lead poisoned children as required by Public Health code.	
# of children screened for lead	n/a	n/a	754	648	880	14	33	66	↓	Lead Screener position was unfunded.	Identify other funding sources for lead screening testing.	
# of investigations for food borne illness	n/a	n/a	n/a	n/a	20	4	7	14	↓	Fewer reported cases of food poisoning than expected.	Continue to provide epidemiological investigation as needed.	
<b>Effectiveness</b>												
% of SLA (service level agreement) compliance related to nuisance complaints	n/a	n/a	n/a	74%	83%	89%	81%	81%	↑	Results are reflective of productivity issues within program.	Continue to address personnel-based productivity issues.	

Health & Human Services										Adopted vs. Forecast Trend Key	
FY 2009-2010 Program Performance Measures										On Budget	▼
										Positive Increase Trend	◀
										Positive Decrease Trend	▶
										Negative Increase Trend	↑
										Negative Decrease Trend	↓
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Compared to Adopted	Explanation and Effect on City Services & Budget	Planned Action
<b>Program: Community Services</b>											
<b>Output</b>											
# of trips provided through Dial-a-Ride	61,231	53,987	56,842	49,301	50,000	12,160	24,201	48,402	↓		
# of individuals served by shelters under contract	2,650	2,485	2,319	2,058	2,500	766	1,295	2,590	▼		
# of units of service delivered by food banks	n/a	n/a	n/a	13,848	11,500	2,894	5,138	10,276	↓	Food bank services are expected to increase during colder weather season.	Continue to provide the services as needed.
<b>Effectiveness</b>											
% of total shelter clients denied services due to shelter capacity	n/a	n/a	n/a	5%	3%	4%	5%	5%	↑		
<b>Program: Recreation</b>											
<b>Output</b>											
# of users/visits of recreation programs	324,981	306,689	344,218	361,828	300,000	190,000	271,828	543,656	◀		
# of parent volunteers	n/a	n/a	n/a	n/a	n/a	50	10	14	28	↓	
<b>Effectiveness</b>											
% of user satisfaction with recreation services programming	n/a	n/a	n/a	90%	90%	95%	95%	95%	▼		

Health & Human Services										Adopted vs. Forecast Trend Key	
										On Budget	▼
										Positive Increase Trend	◀
										Positive Decrease Trend	▶
										Negative Increase Trend	↑
										Negative Decrease Trend	↓
<b>FY 2009-2010 Program Performance   Measures</b>											
										FY 09-10 Trend Compared to Adopted	FY 09-10 Explanation and Effect on City Services & Budget
										FY 09-10 Year End Forecast	Planned Action
										FY 09-10 Cumulative Year to Date	
										FY 09-10 2nd Quarter Actual	
										FY 09-10 Adopted	
										FY 08-09 Actual	
										FY 08-09 Adopted	
										FY 07-08 Actual	
										FY 06-07 Actual	
										FY 05-06 Actual	
<b>Program: Administrative</b>											
<b>Output</b>											
# of individuals served by the housing assistance program										Demand of these services should raise with the colder weather.	Continue planning to provide service to residents as needed.
# of crisis situations responded to										Fewer request of these services than expected.	Continue planning to provide service to residents as needed.
<b>Program: Maternal &amp; Child Health</b>											
<b>Output</b>											
# of participants receiving complete case management services through Maternal and Infant Health Program										2,080	◀
# of children fully immunized by age 3										1,150	↑
<b>Effectiveness</b>											
Infant mortality rate of children in the maternal and child health case management program										0 per 1000	↓
% of all maternal and child health case management program participants with healthy infants										95%	▼
% of children under age 3 with up to date immunizations										85%	▼

Health & Human Services										Adopted vs. Forecast Trend Key	
										On Budget	▼
FY 2009-2010 Program Performance Measures										Positive Increase Trend	↑
										Positive Decrease Trend	↓
										Negative Increase Trend	↑
										Negative Decrease Trend	↓
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Compared to Adopted	Explanation and Effect on City Services & Budget	Planned Action
<b>Program: Disease Prevention &amp; Health Promotion</b>											
<b>Output</b>											
# of STD screenings conducted for Chlamydia and gonorrhea	2,986	2,725	2,723	2,923	3,000	546	1,182	2,364	↓	Fewer screenings than expected have been conducted.	
# of positive TB cases	n/a	n/a	n/a	n/a	10	4	10	20	↑	An unexpected increase in the number of TB cases in the City.	
<b>Effectiveness</b>											
% of individuals who test positive for STD that receive treatment	99%	99%	99%	99%	100%	99%	99%	100%	▼		
% of City-based shelters receiving communicable disease outreach services	n/a	n/a	n/a	n/a	70%	75%	75%	73%	▼		

Health & Human Services										Adopted vs. Forecast Trend Key			
										On Budget	▼		
FY 2009-2010 Program Performance Measures										Positive Increase Trend	▼		
										Positive Decrease Trend	▼		
										Negative Increase Trend	▼		
										Negative Decrease Trend	▼		
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	FY 09-10 Trend Compared to Adopted	FY 09-10 Explanation and Effect on City Services & Budget	FY 09-10 Planned Action	
<b>Program: Senior Services</b>													
<b>Output</b>													
# of visits to super senior centers	n/a	n/a	n/a	7,214	9,000	5,782	11,461	22,922	▼				
# of rent rebates issued	3,543	3,850	4,711	5,442	4,900	104	3,454	6,908	▼				
# of individuals receiving Home Help Services	n/a	n/a	n/a	6,945	9,000	2,294	4,420	8,840	▼				
<b>Effectiveness</b>													
% of seniors satisfied with Senior Services programming	n/a	n/a	90%	95%	95%	95%	95%	97%	▼				
<b>Program: Office of Cultural Affairs (OCA)</b>													
<b>Output</b>													
# of arts-based agencies collaborating with OCA	n/a	n/a	n/a	80	35	25	60	120	▼				
# of clients participating in OCA programming	n/a	n/a	n/a	5324	5,000	550	3,775	7,550	▼				
<b>Effectiveness</b>													
% of clients satisfied with OCA programming	n/a	n/a	n/a	100%	99%	100%	100%	100%	▼				

FY 2009-2010 Program Performance Measures										
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	Adopted vs. Forecast Trend Key	
									FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget
Output	641,167	755,636	926,303	803,634	350,000	188,612	407,996	850,000	▼	

Program: The Library as a Community Place

Effectiveness										
# of visits	641,167	755,636	926,303	803,634	350,000	188,612	407,996	850,000	▼	
% of users who say libraries are safe, adequate and well maintained	88%	78%	89%	92%	85%	n/a	n/a	85%	▼	
Library's satisfaction rating on Public Opinion Survey (% who rated HPL average and above)	78%	97%	95%	90%	90%	n/a	n/a	90%	▼	

Program: Adult Services

Output										
# of all items borrowed	362,014	370,027	386,534	355,601	375,000	86,064	180,303	375,000	▼	
# adults attending classes, workshops, forums and events	16,757	18,176	21,565	21,523	18,000	6,472	11,189	18,000	▼	
# of times adults use public access computers	140,248	161,473	218,357	188,797	200,000	32,722	76,242	190,000	▼	
# website hits	32,484,867	47,996,863	62,428,315	59,055,019	60,000,000	15,479,309	31,275,228	60,000,000	▼	
# of questions answered	287,768	282,464	314,418	305,851	260,000	55,250	124,761	260,000	▼	

FY 2009-2010 Program Performance Measures							Adopted vs. Forecast Trend Key				
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 09-10 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Trend Compared to Adopted	Explanation and Effect on City Services & Budget	Planned Action
<b>Outcomes</b>											
% of adult learners demonstrating learning gains	92%	91%	100%	97%	90%	100%	97%	90%	▼		
% of ESOL (English to Speakers of Other Languages) students tested who improved listening score	76%	78%	80%	72%	75%	75%	75%	75%	▼		
% of ESOL students tested who improved reading score	66%	70%	87%	61%	75%	67%	67%	75%	▼		
<b>Program: Youth Services</b>											
<b>Output</b>											
# of children participating in literacy programs	17,905	18,099	19,877	13,940	10,000	5,755	8,787	10,000	▼		
# of parents/caregivers participating in literacy programs	5,440	5,354	6,484	3,180	2,300	1,422	2,100	2,300	▼		
# of early literacy items borrowed	30,164	31,606	32,747	36,166	34,000	8,929	17,207	34,000	▼		
# of times students receive homework assistance	77,108	86,477	101,649	79,504	80,000	10,985	21,918	80,000	▼		
# of times youth attend out-of-school time (OST) programs	63,146	59,093	82,507	43,633	50,000	20,087	35,082	60,000	▲		
# of times youth use public access computers	81,198	95,251	127,291	100,097	100,000	22,233	45,467	100,000	▼		
# of youth items borrowed	120,654	126,424	130,988	106,677	110,000	37,125	77,818	120,000	▲		
# of youth items per capita	n/a	n/a	n/a	n/a	n/a	2.6	n/a	n/a	2.6	▼	

FY 2009-2010 Program Performance Measures										Adopted vs. Forecast Trend Key		
Program Performance Measures	FY 05-06 Actual	FY 06-07 Actual	FY 07-08 Actual	FY 08-09 Actual	FY 08-09 Adopted	FY 09-10 2nd Quarter Actual	FY 09-10 Cumulative Year to Date	FY 09-10 Year End Forecast	FY 09-10 Compared to Adopted	FY 09-10 Trend	Explanation and Effect on City Services & Budget	Planned Action
	% of participants who increase knowledge of early literacy skills	90%	n/a	75%	75%	75%	78%	83%	85%	↑		
	% of early literacy program participants who demonstrate behavior change	n/a	n/a	75%	n/a	75%	89%	86%	80%	↓		
	% of participants who increase knowledge of healthy lifestyle choices	n/a	n/a	n/a	n/a	75%	75%	64%	60%	↓		
	% of participants who report behavior change from health awareness initiative	n/a	n/a	n/a	n/a	75%	92%	66%	45%	↓		
	Outcomes											

## **Department Strategic Initiative Highlights**



# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

##### **Registrars of Voters**

###### **Initiative 5.3.1: Improved Annual Canvass**

The required Annual Canvass will take place from January 1, 2010 and May 1, 2010. During this reporting period, the Registrars are preparing drafts of mailing material and submitting the same to vendors for review and quotes. At this reporting the office has selected a vendor from three quotes. Recruitment of canvass workers will begin shortly with the specific objective of at least 50% being bilingual (Spanish/English).

###### **Initiative 5.5.1: Special Assistant Registrar Program**

The Registrars have developed a program plan for increasing the number of Hartford residents who participate in the electoral process that includes educational experiences directed at a variety of age groups from elementary through high school students and employs community based organizations as sources for recruiting participants for the Special Assistant Registrar Program.

###### **Initiative 5.4.1: Election Official Training**

The Registrars conducted eight poll worker training modules at which 236 people were trained to staff polling places for the Hartford Board of Education election on November 3, 2009. An additional 21 received training that allowed them to set up and disassemble polling places and to assist office staff with problem solving, oversight and supervision on Election Day and after.

#### **Challenges to Meeting Department Objectives**

While budget and staffing reductions have made it more difficult to meet departmental objectives than it might be otherwise, the dedication of current staff members has allowed the department to be successful at completing the work required of it by statute.

**Governing for Results**  
**Department Strategic Initiatives Highlights**  
**Q2 – FY 09-10**

**Second Quarter Highlights toward Achieving Department Strategic  
Initiatives Aligned with Mayor's Goals and Strategies**

**Town and City Clerk**

**Initiative 5.2.1: Land Records Initiative**

This initiative has been on hold during the transition to a new Town & City Clerk.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

##### **Internal Audit**

**Initiative 5.3.1: Risk Assessment Process – City of Hartford:** Improve the risk assessment process used to identify and select auditable areas for the accounts and operations of the City of Hartford. This will help the Internal Audit Department concentrate efforts on high risk/exposure areas within the City of Hartford.

We implemented a new risk assessment process for the City of Hartford during the fiscal year ended June 30, 2009. We will continue to work on and improve this risk assessment process during the current fiscal year.

**Initiative 5.3.2: Risk Assessment Process – Hartford Public School System:** Improve the risk assessment process used to identify and select auditable areas for the accounts and operations of the Hartford Public School System. This will help the Internal Audit Department concentrate its efforts on high risk/exposure areas within the Hartford Public School System.

We implemented a new risk assessment process for the Hartford Public School System during the fiscal year ended June 30, 2009. We will continue to work on and improve this risk assessment process during the current fiscal year.

**Initiative 5.3.3: Best Practices:** Identify and implement best practices relating to Internal Audit program activities and prepare for a Quality Assurance Review. This will improve the effectiveness of the Internal Audit function and the efficiency of related activities.

On an ongoing basis throughout the current fiscal year we will identify and implement best practices relating to the Internal Audit program activities.

**Initiative 5.3.4: Quality Assurance Review:** Have an independent entity perform a Quality Assurance Review of the Internal Audit Department no later than the fiscal year ending June 30, 2012. This will help to ensure that the Internal Audit Department practices are in line with industry standards.

On an ongoing basis throughout the current fiscal year we will take the steps necessary to prepare for an independent Quality Assurance Review of the Internal Audit Department.

## **Challenges to Meeting Department Objectives**

We currently have a vacant Auditor position because one of our staff was recruited and hired by another firm. This could have an adverse effect on our department's plans, goals and objectives depending on how long it takes to fill this vacant position.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

#### **Metro Hartford Information Services**

##### **Initiative 5.5.1: Business Systems Implementation Plan**

###### **Business Systems Division Accomplishments during Q2:**

- Implementation of the MUNS Work Order is progressing. MUNIS Benefits module is in process. These modules provide seamless processing between the Financial systems and the City's MUNIS Payroll and Human Resource systems.
- Implementation of MUNIS Inventory module is nearing completion
- Conversion of the Hartford Public Schools Winstar Attendance system has been converted to MUNIS
- Integration between MUNIS and the City 311 system is in process.
- Conversion of the Earnings History file is in process.
- Lost Time reporting has been completed

###### **Network Operations Division (NOD) Accomplishments during Q2:**

- Network Operations suffered two major disruptions in data center operations in November. In response we have implemented stronger change control, and are working to increase staff members' awareness and application of risk management
- Continued work with the Support Services Division, HPS leadership, and vendors on the Waterford Early Learning project. Please see the entry under Support Services for more detail.
- Continued support of DPW with network infrastructure and telephone work in the evacuation of City staff from No. 2 Holcomb Street. NOD is now working to redesign the fiber-optic connections for the Holcomb / Coventry campus to remove all reliance on 2 Holcomb.
- Network Operations has conducted a research project to evaluate the potential cost savings of implementing energy management software for City and HPS PCs. A 2000+ user energy study has been completed. Results show that City and HPS users already exercise good energy discipline – turning off their PCs at night and weekends. A role for energy management software may still exist in conjunction with overnight patch management.

## **The Support Services Division Accomplishments during Q2:**

- Support Services continued working with Network Operations, Pearson, and the BOE on the Waterford project. Project kickoff occurred July 2009 with a projected completion of January 2010. The rollout consisted of the deployment of 2000+ computers, 218 printers, 38 distributed Servers, Network drops and electrical cabling in 180 classrooms in 22 schools. Support Services has conducted the Project Management services for this project. This project had little planning time and has had a great impact on MHIS resources. The project is currently at 91% complete.
- Support Services kicked off the Powerschool project in September, to replace SASI the district Student Information System. The system will go live for the 2010/2011 school year. Data Conversion from SASI has begun and Scheduling training for the Magnet Schools kicks off on February 4, 2010.
- Performance Pathways scanner and computer setups were completed at the 50+ sites and the server is being installed to support online testing. The data exports from SASI are working successfully and system is being utilized by the schools.
- Support Services continued to provide support to school construction projects for Fisher/Montessori, University HS, Kinsella, Hooker, Capital, and Fisher Stem.
- Support Services continued to participate in many other projects during Q2: Read 180, Choice, HMMS Transition, Science Program deploying 870 laptops to various schools, Leveled Literacy computer deployment, and City and BOE department moves.

## **Challenges to Meeting Department Objectives**

The cuts to the MHIS budget resulted in staffing cuts. This along with process owner uncertainty surrounding new and ongoing projects continues to cause a general instability regarding IT planning and implementation functions. In addition, every business decision triggers an IT event. This is true because of our dependence upon technology to accomplish even the most rudimentary tasks. Some important business decisions are made however without a clear understanding of how and when IT resources may be required to realize our goals. The MHIS department has lost some of its capacity to initiate and manage multiple projects with overlapping timelines. This means that many projects will have to be completed or suspended before attempting or completing others.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

##### **Finance**

###### **Initiative 5.1.4: Personal Property Audits**

The personal property audits are being completed and the resulting taxes have been paid. The audits will continue throughout this year. In addition, as part of the discovery process they will be looking for businesses located in Hartford that do not currently file as required by law. These businesses will be added to the current and future Grand List and we have the ability to go back three years thus increasing personal property tax revenue.

###### **Initiative 5.1.1: Internal Service Fund Deficit Reduction**

Internal Service Fund liabilities were reduced by a review of workers compensation reserves by an outside actuarial firm. In addition, a new fund structure was introduced for health benefits that breaks out hires before July 1<sup>st</sup>, 2009 and after with the goal of reducing our OPEB liability in the long term.

###### **Initiative 5.4.1: MUNIS Tax Online Payment**

A tax online payment system contract will be finalized in Q3. This firm will provide online payment service from a MUNIS certified vendor. The project is targeted for year-end completion.

###### **Initiative 5.1.3: MUNIS Implementation Phase Two**

Full conversion to MUNIS project ledger is now complete. Customer identification project with the merging of customer accounts is targeted for completion by year-end. Customer Self-Service will provide online pay stubs by year-end. Contract management will be reviewed for implementation in Q3.

#### **Challenges to Meeting Department Objectives**

The ability to implement new initiatives depends on the ability of the department to fulfill its annual reporting requirements in a timely fashion. This requires that sufficient resources are allocated to accounting and tax in order that our year-end close is concluded earlier in the second quarter. Therefore, we are looking to fill some key positions that will speed up year-end close and facilitate the ability to engage and complete new initiatives.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

##### **Human Resources**

**Initiative 5.3.1: MUNIS Benefits Module Implementation:** Implementation will begin in FY2009-2010 fiscal year for upload of all pertinent medical plan information and parallel runs with Anthem Database. All financial data will be loaded for FY 2010-2011 after parallel runs with MUNIS Payroll.

Progress continues in the preparation and planning for the introduction of the Consumer Driven Health Plan (CDHP) for inclusion in the collective bargaining process for a contract beginning July 1, 2010.

**Initiative 5.4.1: Health Benefit Plan Design:** Design will begin with analysis of Consumer Driven Health Plan (CDHP) options in 2009-2010. The project will coordinate with HR labor negotiators to provide cost saving analysis by offering a CDHP options to current employees and/or new employees.

CDHP parameters are still being defined regarding deduction levels.

##### **Challenges to Meeting Department Objectives**

In the Benefits Division, efforts will continue to identify areas of economies in developing new health plan designs and other cost effective measures to address the escalating costs of health insurance benefits.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

##### **Human Relations**

###### **Initiative 3.2.1. Grant Compliance Operations Improvement.**

The State of Connecticut, Department of Economic and Community Development (DECD) requires that the City adopts a Fair Housing Policy Statement and develops a Fair Housing Marketing Plan in order to approve funding under Neighborhood Stabilization Program (NSP) to the City.

Prepared a Fair Housing Policy Statement and a Fair Housing Marketing Plan.

Coordinated training with NSP developers on Fair Housing Policies on Fair Housing Policies and Regulations.

Provided technical assistance to the housing Developers and to the Hartford residents on a Fair Housing Policy.

Attended meeting with DECD for the Fair Housing Policies implementation.

Attended the workshop on “Economic Opportunities for Hartford Minority Contractors”

Attended “Ethics & Conflict of Interest” training sponsored by Connecticut Conference of Municipalities (CMC).

Attended “Immigration Advisory Group” meeting sponsored by Hartford Public Library.

Attended “People, Place & Opportunities” workshop sponsored by CT Fair Housing Center.

In partnership with Hartford Catholic Charities prepared training for new immigrant/refugees on their Fair Housing rights. The presentation of the City’s Fair Housing Program was made in front of a class of English learners from Somalia, Southeast Asia, Iraq and Cuba at Catholic Charities Refugee Resettlement Center, 125 Market Street, Hartford. Translation and Interpretation in their respective language was provided during this presentation.

Participated on several meetings with regard to American Recovery and Reinvestment Act (ARRA) and Connecticut Stimulus Compliance Meetings.

### **Initiative 5.5.1: Streamline EEO Process**

Extensive steps are taken from interviewing the complainant and other witnesses in preparing an investigative plan with supportive documentation to determine investigation for a final investigative report.

### **Initiative 5.5.2: Streamline Labor Standards Procedures**

The Connecticut Department of Transportation and the Federal Highway Administration mandated that the City of Hartford develop and implement a compliant administration process, a flow chart outlining the full administrative process for contract administration and compliance monitoring with policies and procedures to comply with Code of Federal Regulations 49CFR Part 26.

The Office of Human Relations took the lead in developing the Contract Compliance Manual for ConnDOT funded Construction Projects. The administration of the DOT projects has added numerous processes to execute for an already understaffed contract compliance division. We will continue making necessary improvements to increase the compliance level for these projects and reduce city's liability in non-compliance issues.

Policies and procedures are being reviewed and necessary updates will be reported quarterly as necessary.

## **Challenges to Meeting Department Objectives**

The main challenge is the reduced workforce and increased workload.

The cuts to the Office of Human Relations budget resulted in staff reductions.

There continues to be a need for additional staff for Contract Compliance in order to fully comply with federal and state mandates.

The Office of Human Relations has lost some of its capacity to initiate and manage multiple projects. This means that projects and new initiatives will be delayed or not fully implemented.

The Office of Human Relations does not have access to a Procurement System (Mercury Commerce). The use has been discontinued. This creates data collection issues on small and minority contractors.

The Office of Human Relations has significant data management needs. "Technology enables transformation".

We will work to navigate these challenges to greatest extent possible during the remainder of the current fiscal year.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

#### **Management and Budget**

##### **Initiative 5.2.1: Improve the Budget Development Process**

Rolled out the FY 2010-11 annual budget process to departments.

Reviewed and revised each department's performance measures to identify the key measures to be reported in the Mayor's FY 2010-11 Recommended Budget and to be tracked in the FY 2010-11 quarterly performance reports

##### **Initiative 5.3.1: Process Improvement Expansion**

Building Plan Review and Permit Approval Process Project:

- Facilitated the development of the Building Plan Review and Permit Approval Process implementation strategy and timeline.
- Worked with DL Chandler to develop a standard template for developing departmental standard operating procedures (SOPs) for the process.
- Met with participating departments to identify MUNIS process issues and training requirements.

ARRA TIGER Grant: Facilitated the development and submission of the American Recovery & Reinvestment (ARRA) TIGER Grant application, including the stakeholder review and endorsement process.

Federal Transit Administration Earmark: Began facilitating the Federal Transit Administration (FTA) earmark grant application process in collaboration with CRCOG.

##### **Initiative 5.6.1: Grants Administration Development:**

Successful coordination with City departments and their partnering agencies allowed for positive increases in the number of grants applied for, as well as in the dollars obtained to supplement City operations.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

##### **Office for Youth Services**

**Initiative 1.1.1: Support and Service At-Risk Youth: Instill a community involvement philosophy throughout the city that engages and empowers the public and City departments in helping to make Hartford a safer place to live work and play.**

During the past year the Hartford Juvenile Review Board (JRB) continued to experience growth and success. In July the JRB implemented a second panel consisting of individuals from the faith based community, School system and interested members of the community. This panel operates in the evening to facilitate JRB youth and their families' schedule that can not attend the morning JRB panels due to school and work commitments.

In September, the JRB developed a collaboration with the new YMCA on Albany Ave to host their evening panel meeting at their new location. This collaboration has resulted in a greater awareness of the JRB process with the community, particularly in the north end of the city, and has given youth and their family's greater exposure to the services that are available through the YMCA. We are pleased that many of the JRB families are connecting with this new resource in their community.

**Initiative 2.3.1: Strengthen Systems that Serve Youth: Leverage resources and service among city, state, federal regional, for-profit and non-profit organizations to: (1) Affect policy change; (2) Secure/increase revenue; (3) Build organizational capacity and expertise; (4) Avoid duplication of effort.**

Hartford Office for Youth Services (HOYS) continues to work to strengthen the systems that serve youth. Our MMI and YDP Academies help to strengthen the capacity and skills of our front line youth workers many of whom are Hartford residents.

**Middle Management Institute (MMI)** - Now in its second year, The Middle Management Institute was developed in response to a gap in resources to prepare middle management staff in the field of youth development. Due to such pressing needs to provide professional development opportunities to mid-level staff, the *Hartford Office for Youth Services* has coordinated the MMI training program, which is designed to provide leadership training and performance techniques to youth development workers in management positions. Students whom have been accepted in the institute will meet once month and will gain the opportunity to build their own support network, contribute to educational activities, and receive training from local and regional consultants with expertise in six different

managerial topics. The community networking sessions also afford participants (from the business sector, community and faith based institutions) to share information, concerns, and recommendations on each of their youth initiatives.

**Youth Development Practitioner Academy (YDPA)** –Training and Capacity building is the hallmark of program and organizational development, where by leadership and training opportunities serve as the driving force in youth development education. Through professional development, resource delivery, and degree certified staff; YDPA program participants learn the best practices and approaches of working to help today’s youth reach higher expectations over the course of eight months. The *Hartford Office for Youth Services* provides this opportunity to youth workers with the anticipation that each academy graduate will further develop a conceptual framework of youth development, while recognizing the significance of positive youth outcomes.

### **Challenges to Meeting Department Objectives**

The current economic downturn will greatly impact our CBO partner’s ability to continue to provide services and supports for youths. This comes at a time when the City is also greatly affected and cannot “fill in the gap.” We are in danger of losing vital ground gained over the past three years if funding erodes the current youth services infrastructure.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

##### **Office for Young Children**

**Initiative 5.5.1: Early Childhood Data Collection System:** Develop a uniform, interdepartmental early childhood data collection system linked to OFYC objectives/indicators used to ensure heightened accountability and a quality, efficient service delivery system.

In conjunction with MHIS, the OFYC has developed an early childhood data collection system using Social Solutions Efforts to Outcomes software that is currently being piloted at two early childhood sites for further refinement. The system collects child/family demographics, which affect outcomes, attendance information for staff and children, and child progress data to measure developmental/educational skill outcomes. All school readiness programs will utilize the software in order to measure the City's efforts to preparing children for school success.

**Initiative 2.2.1: Family Support Centers:** Establish Family Support Center Hubs accessible to families in all neighborhoods in order to ensure families benefit from services and resources they need.

In conjunction with the CT Commission on Children, the Office for Young Children launched its Family Civics Engagement Initiative to address issues in partnership with the state that affect young children and their families. The OFYC solicited individuals interested in participating in the first PLTI cohort resulting in 45 submitted applications. Following an extensive screening process, 21 individuals were selected comprised of 16 Hartford parents and five non-Hartford residents who work with Hartford children and families. On January 9, 2009 the OFYC held a retreat for participants which will be followed with 20 weekly training sessions to ensure more Hartford resident voices are heard by policymakers when allocating resources or proposing funding cuts. The OFYC also plans to offer a Parents Supporting Educational Excellence (Parents SEE) training opportunity and another PLTI training in Spanish.

#### **Challenges to Meeting Department Objectives**

Given the challenging fiscal climate coupled with the pressures of greater accountability, the OFYC is confronted with its early childhood provider's needs for more professional development to ensure accurate data to guide impressive outcomes. While the OFYC has successfully benefited from several grants to help address these needs, more funds are necessary.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

##### **Fire**

###### **Initiative 1.3.1: Hartford Fire Department Code of Conduct Policies**

The first step of developing a Code of Conduct consisted of gathering the most comprehensive policies utilized throughout the Nation. This was accomplished utilizing contacts with the International Association of Fire Chief's (Metro Division) and the Connecticut Career Fire Chief's Association. Said policies are currently being evaluated by the Administrative personnel of the Fire Department and Department of Human Resources. Both Departments are currently processing grievances. Upon the completion of this task, the scheduling of meetings related to the development of a Code of Conduct will take place.

###### **Initiative 1.3.2: Increase of fire-specific training for ISO requirements**

The Training Division of the Hartford Fire Department has created a program utilizing Firehouse Software so that an accurate assessment of all training related to ISO requirements can be accomplished. The first figures related to this progress were made available to the office of the Chief via this software on October 6, 2009. Therefore, the ability to document this progress has been completed.

###### **Initiative 1.1.1: Accreditation Process**

The department has completed a Strategic Plan; work is currently ongoing to develop the departments Standards of Response Coverage and Self assessment manual. All documents must be completed by April 23, 2010.

#### **Challenges to Meeting Department Objectives**

Challenges in the accreditation process involve the accrediting agency requiring the Hartford Fire Department to meet its 8<sup>th</sup> Edition of the Fire Emergency Services Self assessment Manual. The criterion has changed and the team has had to revise the work plan. The Accreditation manager has been changed and this individual needed to be trained to the level that is required by the accrediting agency.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

##### **Police**

###### **Initiative 1.1.1: Domestic Violence Response Unit**

Several police officers were appointed to the rank of detective during the month of December providing the necessary resources to staff the Domestic Violence Unit.

###### **Initiative 1.2.1: Taser Technology to Reduce Workers Compensation Claims and Litigation**

The police department received the first procurement of 175 Tasers in December. Officers were identified to receive the train-the-trainer certification.

###### **Initiative 1.3.1: Improved Quality of Life/Crime Prevention Programs**

On December 14, 2009 33 police recruits were hired by the city and started their academy training. The COPS Recovery Hiring Program Grant funds 23 of these police recruits, the remaining 10 are paid by the city.

#### **Challenges to Meeting Department Objectives**

No obstacles have been identified.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **2nd Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

##### **Emergency Services & Telecommunications**

###### **Initiative 1.3.1: Lost Time Management Program**

- Establish baseline data with Human Resources (In progress)
- Identify trends based on:
  - \* Personnel - who are the individuals with lost time
  - \* Reasons for lost time (FMLA, vacation, unpaid)
  - \* Ongoing Counseling and Progressive Discipline
- Formulate Improvement Plan
- Set goals for 6 months and 12 months
- Have included supervisors, union and staff in implementation of plan/s
- Initiate appropriate intervention/s toward achieving ES&T goals

###### **Initiative 1.3.2: Hartlink Computer Aided Dispatch Program**

- Testing Beta Version of CAD with City of Bridgeport in February 2010
- Involved with Bridgeport's implementation of system scheduled between March and April, 2010

###### **Initiative 1.3.3: Hartford Telecommunicators Academy**

- Fall 2009 class underway with 5 recruits currently training in 911 Dispatch Center with a graduation date on or about June 2010
- Second class of six scheduled to begin Training Academy in February 2010 with an estimated graduation date on or about October 2010

###### **Initiative 1.3.4: Public Safety Dispatch Center and Emergency Operations Center**

- Planning for Regional Full Scale Exercise
- Collaboration with Health and Human Services regarding H1N1
- Supported Statewide H1N1 with Medical Reserve Corps

##### **Challenges to Meeting Department Objectives**

- Turnover and reduced number of personnel at local and state levels
- Current seasonal and H1N1 projections, planning, and potential for illness
- Finances

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

##### **Public Works**

###### **Initiatives 4.4.2 & 5.5.4: The 2009 Leaf Collection Program:**

By utilizing the workforce flexibility provided by the implementation of the Maintainer series, the Leaf Collection program was placed as a Mission Critical Operation. As such, sufficient work force was dedicated and equipment flexibility allowed the program to complete curbside collection approximately four days ahead of schedule. This included multiple pickups on historic problem areas where at times the residents did not adhere to the scheduled date of pick up. Combining the early completion and favorable weather conditions, the workforce was then directed as Mission Critical Operation for leaf pickup within the City Parks, where Bushnell, Goodwin, Keney, Hyland and other smaller park area leaf collections occurred.

###### **Initiative 4.4.2 & 5.5.5 City Wide Implementation of Single Stream Recycling Program:**

In October of 2009, the entire City wide curb side collection was incorporated into the single stream recycling program that included the issuance of a new 65 Gallon Recycling cart to each unit of all eligible curb side collection housing units. The Carts were equipped with RFID buttons that allows the participants to enlist into a coupon redemption program administered by a 3<sup>rd</sup> party company known as Recycle Bank. The participation tonnage of recycling in the first 2 months of collection has already increased by 76% for the quarter over non-single stream recycling collections.

###### **Initiative 1.2.1: Flood Control Certification:**

US Army Corps of Engineers (USACE) has begun new annual inspection program of all major flood control components in Hartford's system. Inspection work began with pump stations in November, 2009. Inspection of the levee system will occur in spring, 2010. A business case for enhanced Maintenance and Operations including mowing, chemical spraying, and animal borrow control has been submitted with 2010/2011 budget. DPW will continue to identify grants and outside funding sources for capital improvements to continue with levee upgrades and repairs needed to retain certification and to ensure a viable long term flood protection system. Required Capital Improvements have started with the Folly Brook Conduit Rehab project bids received and in award process. Park River Auxiliary Conduit DEP permits have been received, with bidding expected in spring, 2010. Initial basic training for operators completed in October, 2009. More extensive training is required in 2010 pending availability of funds.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

#### **Development Services**

**Initiative 4.1.1: Re-align Delivery of Service:** Re-evaluate and re-align delivery of department services to neighborhoods to achieve a connected vibrant community.

- Senior staff continues to meet regularly to strategically re-align services in accordance with neighborhood needs and available resources. A neighborhood conditions team will be established and deployed following the hiring of a new Director of Licenses and Inspections. Changes to the administration of the Façade Program in Planning are being evaluated and will likely be implemented by the end of the fiscal year.

**Initiative 3.1.1: Re-alignment of Staff:** Re-align staffing to provide a greater focus on corporate retention and attraction activity and redevelopment plan implementation.

- The senior staff's next strategic planning session will address future economic development staffing. In the second quarter, Aetna began the relocation of staff from Middletown to the headquarters on Farmington Avenue. This relocation was preceded by the construction of two garages and significant building renovations is part of a \$200+ million dollar initiative.

**Initiative 3.3.1: Complete Plans and Regulations:** Complete in sequence (1) the Plan of Conservation and Development, (2) Neighborhood Development area and NRZ plans, (3) required revisions to Hartford Zoning regulations, (4) implement new zoning regulations

- Planning Division completed a \$38 million Tiger application to the Federal Highway Administration that is a key transportation component of the Plan of Conservation and Development.
- Planning Division issued draft one of ONE CITY ONE PLAN the updated Plan of Conservation and Development. Planning held 5 public theme panel workshops throughout the City to gather input and support.
- Planning Division implemented the MUNIS zoning violations module.

**Initiative 3.3.2: Planning and Permitting Process Improvement:** Improve the efficiency and coordination of permitting process by 1) implementing a cross-departmental plan and permitting process improvement project and 2) completing the MUNIS implementation for each Development Services Division.

- Progress continues with this Process Improvement Project. During the second quarter, the plan and permitting process was examined within four departments and multiple divisions

and process improvements, technology needs and training requirements have been identified. In the third quarter, Standard Operating Procedures will be written and training conducted with a goal of having consistent, efficient and effective utilization of MUNIS completed by the end of the fiscal year.

**Initiative 3.4.1: Strategy for City Financing Programs: Design and implement a programmatic strategy for City financing programs to maximize homeownership and affordable housing opportunities which will lead to neighborhood revitalization, using 1) Neighborhood Stabilization Program, 2) Section 8 vouchers, 3) HOME and 4) Appraisal GAP funds**

- During this 2<sup>nd</sup> quarter, negotiations were finalized with TORAAL Development LLC, to develop and construct the Northeast Brackett Homeownership initiative. The Development agreement was submitted and approved by the Court of Common Council. The City conveyed the phase I portion of this property to (a minimum of 6 homes) for \$60,000 of the total \$175,000 sales price, on December 31, 2009, meeting an aggressive state mandated requirement for funding.
- The HouseHartford Program continues to facilitate homeownership throughout all of our neighborhoods by providing down payment and closing costs to income eligible buyers. In response to pent up demand, federal stimulus tax credits and record low interest rates, the 2<sup>nd</sup> quarter saw a 117% increase over the previous fiscal years 2<sup>nd</sup> quarter, or a total of 37 homebuyers were assisted in purchasing property in the city, ranging from condominiums to three-family homes.
- Through the Neighborhood Stabilization Program working through our development partner purchased 3 additional foreclosed properties (18 Lincoln Street, 19 Marion Street and 303 Hillside Avenue). To date a total of 7 foreclosed properties have been purchased and are presently under construction, design or out to bid for redevelopment. A number of foreclosed properties were under negotiation with the foreclosing entity, moving toward the acquisition phase.

**Initiative 3.1.2: Establish Standard Processes for Project Submissions: Establish standard process for all housing, commercial and industrial development submissions and decision making process.**

- In the third quarter, the Economic Development and Housing and Property Management Divisions will establish uniform proposal requirements, a review procedure and recommendation process for all commercial, industrial and housing development proposals submitted to the Department. The goal is to create a standard set of requirements to accompany specific program application forms for multiple housing loan programs, requests for tax relief and proposals to purchase property.

**Initiative 3.5.1: Commercial Corridor Retail Assessment:**

- In July 2009, the Economic Development Division completed the first retail space inventory of the central business district. The research for a January 1, 2010 update is complete and a report will be issued in mid-January 2010. During the second quarter, a survey of Park Street was completed and will also be issued in mid-January 2010. Work on a 3<sup>rd</sup> survey and updates of the others are being planned for the fourth quarter.

# **Governing for Results**

## **Department Strategic Initiatives Highlights**

### **Q2 – FY 09-10**

#### **Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies**

#### **Health and Human Services**

**Initiative 2.2.1: Health Programming Initiative: Increase health programming and resources to educate parents, caregivers, children and youth on healthy lifestyle choices to promote success in school.**

Along with the Public Library, Hartford Office for Youth Services (HOYS) and Office for Young Children (OYC), on October 29<sup>th</sup>, HHS sponsored three workshops focused on training non-health professionals on the importance of immunization for children.

#### **Initiative 2.2.1: Reorganization of the Recreation Division.**

Supervisory staff members within the Recreation Services Division have assisted to statewide conference to enhance their knowledge of best practices and cutting edge programming that can be implemented in our facilities. The lifeguard trainings for the year 2010 spring and summer seasons have started with the first group session held on January 7, 2010. The face one of Parker Memorial Recreation Center was finalized and the facility is offering programming since fall 2009.

#### **Initiative 2.2.2: Web-based Access to Recreation Services: Provide web-based access to consumers of recreation service.**

In partnership with Metro Hartford Information Services (MHIS), the HHS Communications Division has begun the planning of this project. On January 19, 2010 MHIS and HHS will evaluate software called RecTrack (recreation management software) and proceed to purchasing and implementation if approved.

#### **Initiative 4.1.1: Joint Inspection of Problem Properties: Interdepartmental inspection of problem properties.**

The Environmental Health Services Division maintains regular communications with the Licenses & Inspections Division (L&I), the Hartford Police Department (HPD) and the Hartford Fire Department (HFD) for the purposes of planning for joint inspections.

**Initiative 4.3.1: Healthy Hartford Campaign: Continue implementation of the Healthy Hartford Campaign (HHC).**

All Healthy Hartford Campaign groups have started their meetings for planning of projects and initiative to start on late winter and spring seasons.

**Challenges to Meeting Department Objectives**

1. There continues to be a need for additional food inspectors in Environmental Health as the current number remains insufficient to comply with state mandates related to inspection of class 3 and 4 restaurants.
2. HHS has significant data management needs. HHS has implementing the web-based Efforts to Outcomes (ETO) data and case management software within the Maternal and Child Health Division.
3. The city's disease screening needs and TB management are not being fully met as we lack the public health nursing staff needed.

# Governing for Results

## Department Strategic Initiatives Highlights

### Q2 – FY 09-10

#### Second Quarter Highlights toward Achieving Department Strategic Initiatives Aligned with Mayor's Goals and Strategies

##### Library

**Initiative 2.1.1: Increase Early Literacy Resources and Programming:** Increase access to high-quality early literacy materials to educate parents, caregivers, and children in key literacy skills.

Early literacy program attendance was up for both children (+42%) and adults (+44%) this quarter, due in part to strong collaborations between the Library and other agencies serving young children and families – for example, between the Ropkins Branch and Women’s League, and the Goodwin Branch and Southside Family Center. The majority of adult attendees reported gains in their knowledge of key early literacy skills (78%) and changes in behavior as a result this new knowledge (89%). Circulation of early literacy printed materials also continues to increase (+10%), as Youth Services staff “sells” book checkout to the increasing number of adults and children attending early literacy programs.

**Initiative 2.2.1: Increase Awareness of Library Opportunities.** Increase awareness of Library opportunities for young adults and adults to learn for their personal, academic, civic, economic (job/employment), and/or social development.

**Youth Services.** The book discussions, writing activities, health information sessions, math games, and other enrichment programs offered by the Library continue to attract Hartford students: attendance at out-of-school time programs this quarter (20,087) was more than twice that recorded for the same quarter last year (9,120). In-house use of youth Library materials was also up, by 75%, and circulation of school-age and teen materials was up by 7%. The special health awareness initiative undertaken by the Library, as a part of the City Goal Group II, was successful, as 75% of students and teens using the Library reported they had increased their knowledge of healthy lifestyle choices, through program attendance or reading, and 92% of these individuals reported changes in behavior based on the knowledge they had gained.

**Adult Services.** The decline in public pc usage at the library during this quarter (-28%) can be attributed to the fact that the library network was infected with the Conficker computer virus on November 17, 2009. For the following 10 day period most public pc’s were not available as staff worked to isolate and remove the virus, install updates and install new antivirus software on the servers. Among other things, Conficker blocked authentication, which prevented the Pharos public computer time management system and other applications from working properly. It also opened the door for other worms to infect the network, which prolonged the recovery process. MHIS and HPL IT staff

reviewed policies and procedures following the incident and determined that older pc's that could not run Windows XP were to be taken out of service because of the risk unpatched pc's created for the entire system network. HPL staff also temporarily removed several pc's that needed extensive work until they could be repaired. As USB drives have been identified as the usual means of transmission of the Conficker virus, their use was prohibited for several weeks while the network was secured. These factors also contributed to a decline in public pc use, visits and other services.

### **Challenges to Meeting Department Objectives**

The method by which "homework assistance" is counted was changed this year, to conform more closely to general practice in the library field. This more rigorous approach accounts for some of the decline in such assistance (-48%). However, the Library will also be assessing types of assignments given; the homework service we offer, in relation to these assignments; and homework services offered by other Hartford agencies, in addressing the decline.

# **Audit Report**

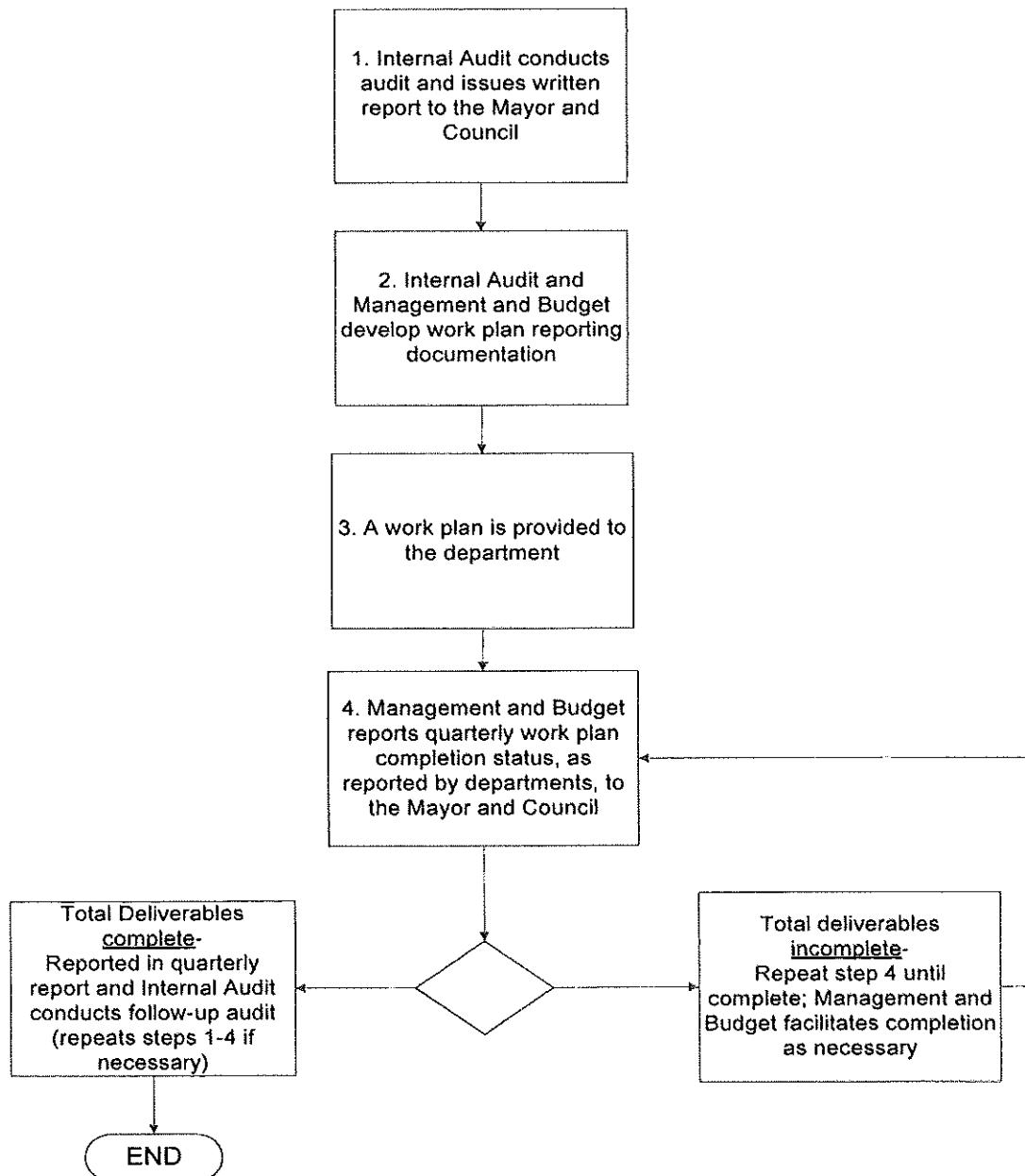
## **Second Quarter Work Plan Status Report for Fiscal Year 2009-2010**

### **Purpose**

The purpose of the Work Plan Status Report is to provide city leadership with regular updates on the completion status of actionable issues identified in audits.

### **Process**

The following chart presents an individual work plan's creation and reporting process-



The updated process above commenced with Audit Work Plan #814. Any outstanding work plans up through #813 require the additional step of audited organizations providing Internal Audit the individuals responsible for completing work plans and the planned deliverable due dates.

## **Format**

### Internal Audit

Internal Audit reporting is structured in a simple format with two sections per audit.

1. **The first section is an executive summary of an audit's completion status.** The total number of audit deliverables and completed deliverables is provided, along with corresponding percentages. Any significant supporting and/or clarifying information is presented under "Comments/Perspective."
2. **The second section is the Work Plan for an audit.** Upon the full completion of a work plan deliverable, which is verifiable to a follow-up audit, the "Area Reviewed" spreadsheet cell for the completed deliverable is noted "Complete." An uncompleted deliverable is left blank. This section also shows the action a department or organization has agreed to take, who in the department/organization is responsible for completing the deliverables, and the planned timeframe for completion.

If a department or organization determines it appropriate, they may provide any additional work plan information in the form of a separate memorandum addressed to the Mayor, c/o Management and Budget.

All status information in this report is provided by the respective organizations responsible for individual audits. All audits are subject to a follow-up audit.

As of Q1 FY 09-10, work plans are grouped by municipal departments (reports to the Mayor) and elected/other. The most recent audits are reported first.

### External Audit

Reporting on the "Report on Compliance and Internal Control over Financial Reporting" is planned after further implementation of the City's enterprise reporting system.

## **Internal Audit Work Plans**

To date, forty-eight individual Internal Audit Work Plans have been issued. Work plans are reported in the fiscal year they were issued to request status.

#	Organization and Audit Area	Number of Audit Issues by Internal Audit	Issues Complete as Reported by Depts.	Number of Ongoing Issues*	Percent of Issues Complete as Reported by Depts.	Confirmed Complete Follow-up Audit Conducted by Internal Audit
<b>Reportable Work Plans issued in FY 09-10</b>						
1001	Hartford Parking Authority Parking Tickets	35	0	0	0% (partial)	n/a
1	<b>Elected/Other 09-10</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>0%</b>	-
1	<b>FY 09-10 TOTALS</b>	<b>35</b>	<b>0</b>	<b>0</b>	<b>0%</b>	-
<b>Reportable Work Plans issued in FY 08-09</b>						
910	Health and Human Services North End Senior Center	2	2	0	100%	pending
909	Corporation Counsel Revenue	8	8	0	100%	pending
908	Health and Human Services McKinney Shelter	8	7	0	88%	n/a
906	Human Resources Employee Pension Cont.	11	5	2	45% (partial)	n/a
902	Finance Assessor's Office	51	17	0	Last reported Q3 08-09	n/a
901	Finance Tax Collector's Office	35	35	0	100%	pending
6	<b>Municipal 08-09</b>	<b>115</b>	<b>74</b>	<b>2</b>	<b>66%</b>	-
907	Hartford Public School System Employee Pension Cont.	0	0	0	100%	tbd
905	Hartford Public School System Pre-K	8	-	-	No Status Due 6/09	n/a
904	Town and City Clerk Accounts and Operations	11	9	0	Last reported Q1 09-10	n/a
903	Hartford Public School System Revenue	10	-	-	No Status Due 6/09	n/a
4	<b>Elected/Other 08-09</b>	<b>29</b>	<b>9</b>	<b>0</b>	<b>31%</b>	-
10	<b>FY 08-09 TOTALS</b>	<b>144</b>	<b>83</b>	<b>2</b>	<b>58%</b>	-

#	Organization and Audit Area	Number of Audit Issues by Internal Audit	Issues Complete as Reported by Depts.	Number of Ongoing Issues*	Percent of Issues Complete as Reported by Depts.	Confirmed Complete Follow-up Audit Conducted by Internal Audit
<b>Work Plans issued in FY 07-08</b>						
814	Finance Procurement	9	5	0	Last reported Q2 08-09	n/a
812	Finance Petty Cash	5	-	-	Not Submitted Due 8/08	n/a
811	Development Services L&I Revenue	49	25	0	51%	n/a
801 SR	Public Works Equipment Services	16	12	0	75%	n/a
801	Finance Revenue Management	35	-	-	Not Submitted Due 12/07	n/a
001	City Owned Properties multiple departments	11	5	0	45%	n/a
6	<b>Municipal 07-08</b>	<b>125</b>	<b>47</b>	<b>0</b>	<b>38%</b>	-
813	Hartford Public School System Petty Cash	10	-	-	Not Submitted Due 8/08	n/a
810	Hartford Public School System Fin and Bud. Student Funds	48	-	-	Not Submitted Due 3/08	n/a
809	Hartford Public School System Hartford High School	23	-	-	Not Submitted Due 3/08	n/a
808	Hartford Public School System Sport and Med. Student Fund	19	-	-	Not Submitted Due 2/08	n/a
807	Hartford Public School System Capital Prep. Student Fund	21	-	-	Not Submitted Due 2/08	n/a
806	Hartford Public School System Weaver Student Fund	25	-	-	Not Submitted Due 2/08	n/a

#	Organization and Audit Area	Number of Audit Issues by Internal Audit	Issues Complete as Reported by Depts.	Number of Ongoing Issues*	Percent of Issues Complete as Reported by Depts.	Confirmed Complete Follow-up Audit Conducted by Internal Audit
805	Hartford Public School System Hartford Magnet Student Fund	24	18	-	Last reported Q1 08-09	n/a
804	Hartford Public School System Milner Student Fund	23	-	-	Not Submitted Due 2/08	n/a
803	Hartford Public School System Mark Twain Student Fund	20	-	-	Not Submitted Due 2/08	n/a
802	Hartford Public School System Bulkeley Student Fund	51	-	-	Not Submitted Due 2/08	n/a
708	Town and City Clerk Vital Records	10	10	0	100%	pending
707	Hartford Public School System Food and Nutrition	9	8	0	89%	n/a
12	Elected/Other 07-08	283	36	0	13%	-
18	FY 07-08 <b>TOTALS</b>	408	83	0	20%	-

**Work Plans issued in FY 06-07**

706	EST Alarms	7	6	0	86%	n/a
705	Police Weapons, Equipment and Supply Inventories	41	32	0	78% (partial)	n/a
704	Finance Payroll	70	-	-	Not Submitted Due 2/07	-
703	Health and Human Services Revenues	10	10	0	100%	pending
702	Health and Human Services Friends of Parks	13	10	0	77%	n/a

#	Organization and Audit Area	Number of Audit Issues by Internal Audit	Issues Complete as Reported by Depts.	Number of Ongoing Issues*	Percent of Issues Complete as Reported by Depts.	Confirmed Complete Follow-up Audit Conducted by Internal Audit
701	School Construction Project Management Diggs Construction	3	3	0	100%	pending
6	<b>Municipal 06-07</b>	<b>144</b>	<b>61</b>	<b>0</b>	<b>42%</b>	-
603	Hartford Public School System Payroll Accounts and Operations	66	42	0	Last reported Q1 08-09	n/a
602	Hartford Public School System Health Care Eligibility	35	20	0	Last reported Q1 08-09	n/a
2	<b>Elected/Other 06-07</b>	<b>101</b>	<b>62</b>	<b>0</b>	<b>61%</b>	-
8	<b>FY 06-07 TOTALS</b>	<b>245</b>	<b>123</b>	<b>0</b>	<b>50%</b>	-
<b>Work Plans issued in FY 05-06</b>						
601	Finance Health Care Eligibility	35	35	0	100%	pending
509	Development Services L&I Lien Processing	22	21	0	95%	n/a
508	Police Property Room	23	23	0	100%	pending
506	Police Private Jobs	36	36	0	100%	pending
505	Finance Procurement Card Program	30	30	0	100%	pending
504	Health and Human Services McKinney Shelter	6	6	0	100%	#908
503	Police Animal Control	30	30	0	100%	pending
502	(Finance) Treasurer's Office Pension Admin. Payroll Operations	27	24	2	Last reported Q2 08-09	n/a
8	<b>Municipal 05-06</b>	<b>209</b>	<b>205</b>	<b>2</b>	<b>99%</b>	-

#	Organization and Audit Area	Number of Audit Issues by Internal Audit	Issues Complete as Reported by Depts.	Number of Ongoing Issues*	Percent of Issues Complete as Reported by Depts.	Confirmed Complete Follow-up Audit Conducted by Internal Audit
510	Hartford Public School System School Based Child Health Program	13	13	0	100%	pending
507	Town and City Clerk Accounts and Operations	32	32	0	100%	#904
501	Hartford Public School System Adult and Alternative Ed.	13	13	0	100%	pending
3	<b>Elected/Other 05-06</b>	<b>58</b>	<b>58</b>	<b>0</b>	<b>100%</b>	-
11	<b>FY 05-06 TOTALS</b>	<b>267</b>	<b>263</b>	<b>2</b>	<b>99%</b>	-
26	<b>Municipal Total</b>	<b>593</b>	<b>387</b>	<b>4</b>	<b>66%</b>	-
22	<b>Elected/Other Total</b>	<b>506</b>	<b>165</b>	<b>0</b>	<b>33%</b>	-
48	<b>SUM TOTALS</b>	<b>1,099</b>	<b>552</b>	<b>4</b>	<b>50%</b>	-

\*All Ongoing deliverables have longer or periodic timeframes for completion

### Reported Internal Audit Work Plans

The current deliverable status detail for eighteen individual Work Plans noted above as being reportable are included in this report. They are:

- 1001 – Hartford Parking Authority, Parking Tickets
- 908 – Health and Human Services, McKinney Shelter
- 906 – Human Resources, Employee Pension Contributions
- 904 – Town and City Clerk, Accounts and Operations
- 902 – Finance, Assessor's Office
- 814 – Finance, Procurement
- 811 – Development Services, L&I Revenue
- 805 – Hartford Public School System, Hartford Magnet Student Fund
- 801sr – Public Works, Equipment Services
- 001 – City Owned Properties, multiple departments
- 707 – Hartford Public School System, Food and Nutrition

- 706 – Emergency Services and Telecommunications, Alarms
- 705 – Police, Weapons, Equipment and Supply Inventories (partial)
- 702 – Health and Human Services, Friends of Parks
- 603 – Hartford Public Schools, Payroll
- 602 – Hartford Public Schools, Health Care Eligibility
- 509 – Development Services, L&I Lien Processing
- 502 – Treasurer’s Office, Pension Admin. Payroll Operations

A work plan for audit report #705 has been partially submitted as of Q2 FY 09-10. Work plan information has been submitted and reported complete by the Police Department and Emergency Services and Telecommunications. Initial work plan information has not been received from Finance and Corporation Counsel.

A work plan for audit report #906 has been partially submitted as of Q2 FY 09-10. Work plan information has been submitted by Human Resources and the Pension Administration Unit. An initial status report has not been received from the Library.

A work plan for audit report #1001 has been partially submitted as of Q2 FY 09-10. Work plan information has been submitted by the Hartford Parking Authority and Police. An initial status report has not been received from Corporation Counsel.

## **Conclusion**

Key audit findings, along with individuals responsible for addressing audit deliverables, are presented in an effort to show issues affecting the City and who is accountable for these issues being addressed.

## Quarter Two Work Plan Summary Report FY 09-10

**Carey Redd, Daryl Roberts and John Rose**

**Hartford Parking Authority (HPA), Hartford Police Department (HPD) and Corporation Counsel  
Parking Ticket Operations**

**Report # 1001**

**Original Report Date- July 2009**

The HPA, HPD and Corporation Counsel have fully completed **zero (0)** of the **thirty-five (35)** deliverables cited in Audit Report #1001. The following table provides numerical and percentage data on the status of all Audit Report #1001 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	N/A	N/A	N/A	%
Deliverables status as of 12/28/07	N/A	N/A	N/A	%
Deliverables status as of 3/28/08	N/A	N/A	N/A	%
Deliverables status as of 6/30/08	N/A	N/A	N/A	%
Deliverables status as of 9/30/08	N/A	N/A	N/A	%
Deliverables status as of 12/31/08	N/A	N/A	N/A	%
Deliverables status as of 3/31/09	N/A	N/A	N/A	%
Deliverables status as of 6/30/09	N/A	N/A	N/A	%
Deliverables status as of 9/30/09	N/A	N/A	N/A	%
Deliverables status as of 12/31/09	35	0*	0	0%

\*Corporation Counsel has not reported

The Work Plan for Internal Audit Report #1001 is attached. All “Area Reviewed” blocks filled with the word “Complete” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

Responsibility for completing deliverables is as follows-

- HPA- Deliverables 1-27 and 31-34
- HPD- Deliverables 28-30
- Corporation Counsel- Deliverable 35

Department Audit Area Audit Report Audit Issue Date Status Date Dept. Head	HPA Parking Tickets 1001 July 2009 0910 Q2 Redd, Roberts & Rose	Area Reviewed Collections	Complete	Department's Agreed Action  Determine what other actions if any can be taken to facilitate the collection of outstanding parking ticket fines and penalties	Responsibility C. Redd	Team Members Determined actions	Deliverable original- 9/30/2009 revised- 3/31/10	Original Due Date original- 9/30/2009 revised- 3/31/10
1				Consult with the Corporation Counsel's Office to determine what can be done to mitigate the directive of the Commissioner of the DMV so that third party collection agencies are allowed to be used to collect outstanding parking ticket fines and penalties.	C. Redd	Consult with Corporation Counsel	original- 9/30/2009 revised- 3/31/10	original- 9/30/2009 revised- 3/31/10
2				Concentrate any collection efforts that are deemed appropriate on scofflaws based on the dollar amount of parking ticket fines and penalties outstanding	C. Redd	Concentrated collection effort	original- 9/30/2009 revised- 3/31/10	original- 9/30/2009 revised- 3/31/10
Cash Accounting				Work with Central Parking System of Connecticut (CPS) to document policies and procedures relating to the cashiering operations	C. Redd	Documented policies and procedures	original- 9/30/2009 revised- 3/31/10	original- 9/30/2009 revised- 3/31/10
4				Work with CPS to document policies and procedures for handling and processing checks received in the mail	C. Redd	Documented policies and procedures	original- 9/30/2009 revised- 3/31/10	original- 9/30/2009 revised- 3/31/10
5				Work with CPS to document policies and procedures for the daily cash accounting and close out process; this should include documenting that the related work is reviewed and approved by a supervisor	C. Redd	Documented policies and procedures	original- 9/30/2009 revised- 3/31/10	original- 9/30/2009 revised- 3/31/10
6				Work with CPS to ensure that policies and procedures are documented and adequate to support that there is an appropriate segregation of duties over the cash receipt operations and processes; this should include documenting independent reviews performed to verify that cash and checks recorded in Complus agree to cash and checks deposited	C. Redd	Documented policies and procedures	original- 9/30/2009 revised- 3/31/10	original- 9/30/2009 revised- 3/31/10
7				Work with CPS to develop, document and implement procedures for processing and accounting for non-sufficient fund (NSF) checks and request reimbursement from CPS for \$172.13 in revenue	C. Redd	Develop, document and implement procedures	original- 9/30/2009 revised- 3/31/10	original- 9/30/2009 revised- 3/31/10
8				Work with CPS to develop, document and implement procedures for identifying, following-up on and resolving shortages reported by the bank	C. Redd	Develop, document and implement procedures	original- 9/30/2009 revised- 3/31/10	original- 9/30/2009 revised- 3/31/10
9				Request reimbursement for any revenue that was overpaid to CPS due to shortages	C. Redd	Requested reimbursement	original- 9/30/2009 revised- 3/31/10	original- 9/30/2009 revised- 3/31/10
10								

Department	HPA	Audit Area	Parking Tickets	Audit Report	1001	Audit Issue Date	July 2009	Status Date	0910 Q2	Dept. Head	Reid, Roberts & Rose	Area Reviewed	Complete	Department's Agreed Action	Responsibility	Team Members	Deliverable	Original Due Date
Reduced Ticket Fines and Penalties																		
11															Documented policies and procedures		original- 9/30/2009 revised- 3/31/10	
12															Monitored and followed-up on activity		original- 9/30/2009 revised- 3/31/10	
13															Determined feasibility		original- 9/30/2009 revised- 3/31/10	
Dismissed Ticket Fines and Penalties															Documented policies and procedures		original- 9/30/2009 revised- 3/31/10	
14																		
15															Discontinued practice		original- 9/30/2009 revised- 3/31/10	
16															Restricted dismissal ability		original- 9/30/2009 revised- 3/31/10	
17															Determined feasibility		original- 9/30/2009 revised- 3/31/10	
Tickets Placed On-Hold																		
18															Documented policies, procedures and controls		original- 9/30/2009 revised- 3/31/10	
19															Developed report		original- 9/30/2009 revised- 3/31/10	
20															Follow-up on and resolved tickets		original- 9/30/2009 revised- 3/31/10	
21															Follow-up on and resolved tickets		original- 9/30/2009 revised- 3/31/10	

Department HPA	Parking Tickets				
Audit Area Audit Report Audit Issue Date July 2009	1001				
Status Date 0910 Q2					
Dept. Head Deputy Head Redd, Roberts & Rose					
Area Reviewed	Complete	Department's Agreed Action	Responsibility	Team Members	Deliverable
Scofflaws					Original Due Date
22		Work with CPS and the Hartford Police Department to document policies and procedures for identifying, following-up on and taking appropriate action against scofflaws; this should include properly documenting the disposition of each scofflaw identified by Parking Controllers and Parking Enforcement Officers	C. Redd		original- 9/30/2009 revised- 3/31/10
Complus System Security and Access		Document policies, procedures and controls over security and access to the Complus system	C. Redd		Documented policies, procedures and controls
23		Work with Complus to determine which employees need access to the Complus system and what functions they should be able to perform	C. Redd		original- 9/30/2009 revised- 3/31/10
24		Work with Complus to deactivate generic Complus user IDs	C. Redd		Determined access
25		Restrict a CPS employee's access so that they no longer have the ability to delete parking tickets	C. Redd		Deactivated IDs
26		Take immediate action to remove the administrator setup functionality from the access capability of the four employees noted above; make sure that Complus users only have access to system functionality that is necessary for them to perform their respective jobs	C. Redd		original- 9/30/2009 revised- 3/31/10
27					Restricted access
Police Manual Tickets		Update the policy and procedure for the supply, issuance and return of parking tickets	D. Roberts		Removed setup
28					original- 9/30/2009 revised- 3/31/10
29		Work with the Hartford Parking Authority (HPA) to determine the reason for tickets not being entered into the Complus system in a timely manner; action should then be taken by the Hartford Police Department (HPD)/HPA management to ensure that issued tickets are input to the Complus system in a timelier manner in the future	D. Roberts		Determined reason and ensured input
30		Work with the HPA to determine the reason for issued tickets not being recorded in the Complus system; action should then be taken by HPD/HPA management to ensure that all parking tickets are accounted for properly	D. Roberts		original- 9/30/2009 revised- 3/31/10

Department	HPA					
Audit Area	Parking Tickets					
Audit Report	1001					
Audit Issue Date	July 2009					
Status Date	09/10 Q2					
Dept. Head	Redd, Roberts & Rose					
Area Reviewed	Complete	Department's Agreed Action	Responsibility	Team Members	Deliverable	Original Due Date
Other Related Matters						
31		[Work with the City Treasurer's Office to establish an interest bearing bank account for the deposit of cash receipts]	C. Redd		Established account	original- 9/30/2009 revised- 3/31/10
32		[Work with CPS to obtain reimbursement for any training related expenses that were charged to HPA in the past]	C. Redd		Obtained reimbursement	original- 9/30/2009 revised- 3/31/10
33		[Ensure that CPS does not include training related expenses in future invoices]	C. Redd		Ensured invoicing	original- 9/30/2009 revised- 3/31/10
34		[Work with Police Department management to coordinate the routes of Parking Controllers and Parking Enforcement Officers]	C. Redd		Coordinated routes	original- 9/30/2009 revised- 3/31/10
Hearing Office						
35		[Limit where possible the dismissal of parking ticket penalties when tickets are found to be valid and are upheld as a result of the hearing; charge the \$15 hearing fee where applicable]	J. Rose		Limited dismissals and charged fee	9/30/2009



## Quarter Two Work Plan Summary Report FY 09-10

**Carlos Rivera  
McKinney Shelter  
Health and Human Services  
Report # 908  
Original Report Date- March 2009**

The Health and Human Services has fully completed **seven (7)** of the **eight (8)** deliverables cited in Audit Report #908. The following table provides numerical and percentage data on the status of all Audit Report #908 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	N/A	N/A	N/A	%
Deliverables status as of 12/28/07	N/A	N/A	N/A	%
Deliverables status as of 3/28/08	N/A	N/A	N/A	%
Deliverables status as of 6/30/08	N/A	N/A	N/A	%
Deliverables status as of 9/30/08	N/A	N/A	N/A	%
Deliverables status as of 12/31/08	N/A	N/A	N/A	%
Deliverables status as of 3/31/09	N/A	N/A	N/A	%
Deliverables status as of 6/30/09	8	3	0	38%
Deliverables status as of 9/30/09	8	3	0	38%
Deliverables status as of 12/31/09	8	7	0	88%

The Work Plan for Internal Audit Report #908 is attached. All “Area Reviewed” blocks filled with the word “Complete” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

None.

Department	HHS	Audit Area	McKinney Shelter
Audit Report	908	Audit Issue Date	March 2009
Status Date	0910 Q2	Dept. Head	Carlos Rivera
Area Reviewed	Complete	Department's Agreed Action	Responsibility
Issues		Team Members	Deliverable
1		C. Rivera	Developed and documented policies, procedures and controls including but not limited to periodic reviews to ensure that the Community Renewal Team (CRT) is in compliance with the terms and conditions with the contract; these procedures should include reviewing invoices for duplicate charges and verifying that CRT forwards donations to the City as required
2	Complete	C. Rivera	Requested reimbursement
3	Complete	C. Rivera	Obtain credit from CRT for \$3,832.11 in duplicated charges that have been billed but not paid
4	Complete	C. Rivera	Perform a review to determine the propriety of the expenses charged to the Emergency Shelter Grant (ESG) portion of the McKinney Shelter contract
5	Complete	C. Rivera	Request reimbursement or obtain credit from CRT for any of the expenses that are found to have been improperly charged to the ESG contract
6	Complete	C. Rivera	Require that CRT obtain approvals for budget variances from contracted amounts
7	Complete	C. Rivera	Ensure that reimbursement requests are submitted to the granting agency for all applicable grant related expenses in the future
8	Complete	C. Rivera	Ensure that four unpaid invoices totaling \$129,033.69 are reviewed for duplicate charges before they are paid

## Quarter Two Work Plan Summary Report FY 09-10

**S. Malave, D. Parker and M. Poland**

**Employee Pension Cont.**

**Human Resources, Pension Administration Unit and Library**

**Report # 906**

**Original Report Date- April 2009**

The Human Resources Department, the Pension Administration Unit and Library have fully completed **five (5)** of the **eleven (11)** deliverables cited in Audit Report #906. The following table provides numerical and percentage data on the status of all Audit Report #906 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	N/A	N/A	N/A	%
Deliverables status as of 12/28/07	N/A	N/A	N/A	%
Deliverables status as of 3/28/08	N/A	N/A	N/A	%
Deliverables status as of 6/30/08	N/A	N/A	N/A	%
Deliverables status as of 9/30/08	N/A	N/A	N/A	%
Deliverables status as of 12/31/08	N/A	N/A	N/A	%
Deliverables status as of 3/31/09	N/A	N/A	N/A	%
Deliverables status as of 6/30/09	11	1*	0	9%
Deliverables status as of 9/30/09	11	5*	2	45%
Deliverables status as of 12/31/09	11	5*	2	45%

\*The Library has not reported

The Work Plan for Internal Audit Report #906 is attached. All “Area Reviewed” blocks filled with the word “Complete” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

Responsibility and status for completing deliverables-

- Human Resources- Responsible for deliverables 1 through 8
- Pension Administration Unit- Responsible for deliverables 9 & 10
- Library- Responsible for deliverable 11

Department	Area Reviewed	Complete	Department's Agreed Action	Responsibility	Team Members	Deliverable	Original Due Date
Human Resources Department	1 Ongoing	Develop and implement a process for periodically verifying that employee pension contribution deductions are accurate and in accordance with applicable union contracts or the Municipal Code	S. Malave			Developed and implemented process	6/30/2009
	2	Review employees without pension deductions on Internal Audit's Computer Assisted Audit Technique (CAAT) that were not initially tested by Audit to determine if any other employees do not have pension contribution deductions as required	S. Malave		Reviewed employees		6/30/2009
	3 Ongoing	Review periodically using the CAAT or a similar tool to identify employees without pension contribution deductions in the future	S. Malave		Reviewed employees in the future		6/30/2009
	4 Complete	Notify the Pension Administration/Payroll Unit to ensure that the pension contributions that were incorrectly deducted from CHPEA employees' pay are refunded	S. Malave		Notified agency		6/30/2009
	5 Complete	Take immediate action to correct the pension contribution percentage for an HMEA employee; notify the Pension Administration/Payroll Unit to ensure that the pension contributions that were incorrectly deducted from this employee's pay are refunded	S. Malave		Corrected contribution; notified agencies		6/30/2009
	6 Complete	Take immediate action to correct the pension contribution percentages for Police employees; notify the Pension Administration/Payroll Unit to ensure that the pension contributions that were incorrectly deducted from the employee contributing 8% of his pay are refunded and the pension contributions due from the two employees who were contributing only 6.5% of their pay are collected	S. Malave		Corrected contribution; notified agencies		6/30/2009
	7 Complete	Notify the Pension Administration/Payroll Unit to ensure that the pension contributions that were incorrectly deducted twice from a Police employee's pay are refunded	S. Malave		Notified agency		6/30/2009
	8	Work with Metro Hartford Information Services (MHIS) to determine why the user identification code was not reported in the audit trail for the transaction that was used to record the incorrect pension contribution percentage	S. Malave		Determined code reporting		6/30/2009
Other Employee Pension Cont. Matters	9 Complete	Take immediate action to notify the Payroll Unit to correct the pension contribution percentages for HMEA and CHPEA employees and to take additional pension deductions from the employees' paychecks until the underpayments are collected	D. Parker		Notified agency and taken deductions		4/17/2009
	10	Update policies and procedures as required to reflect changes resulting from the transition from SmartStream to MHIS	D. Parker	E. Jackson	Updated policies and procedures	TBD	
Hartford Public Library							

Department	HR	Audit Area	Emp. Pension Cont.
Audit Area	0906	Audit Report	0906
Audit Issue Date	April 2009	Status Date	0910 Q2
Dept. Head	Malave, Parker & Poland		
Area Reviewed	Deliverable	Team Members	Original Due Date
11	Ensure that pension contribution deduction codes are correct for all employees	M. Poland	4/30/2009



## Quarter Two Work Plan Summary Report FY 09-10

**John Bazzano**  
**Accounts and Operations**  
**Town and City Clerk**  
**Report # 904**  
**Original Report Date- March 2009**

The Town and City Clerk has fully completed **nine (9)** of the **eleven (11)** deliverables cited in Audit Report #904. The following table provides numerical and percentage data on the status of all Audit Report #904 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	N/A	N/A	N/A	%
Deliverables status as of 12/28/07	N/A	N/A	N/A	%
Deliverables status as of 3/28/08	N/A	N/A	N/A	%
Deliverables status as of 6/30/08	N/A	N/A	N/A	%
Deliverables status as of 9/30/08	N/A	N/A	N/A	%
Deliverables status as of 12/31/08	N/A	N/A	N/A	%
Deliverables status as of 3/31/09	N/A	N/A	N/A	%
Deliverables status as of 6/30/09	11	9	0	82%
Deliverables status as of 9/30/09	11	9	0	82%
Deliverables status as of 12/31/09	Not reported	Not reported	Not reported	Not reported

The Work Plan for Internal Audit Report #904 is attached. All “Area Reviewed” blocks filled with the word “**Complete**” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

Comments/Perspective:



## Quarter Two Work Plan Summary Report FY 09-10

**Chris Wolf**  
**Finance**  
**Assessor's Office**  
**Report # 902**  
**Original Report Date- December 2008**

The Finance Department has fully completed **seventeen (17)** of the **fifty-one (51)** deliverables cited in Audit Report #902. The following table provides numerical and percentage data on the status of all Audit Report #902 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	N/A	N/A	N/A	%
Deliverables status as of 12/28/07	N/A	N/A	N/A	%
Deliverables status as of 3/28/08	N/A	N/A	N/A	%
Deliverables status as of 6/30/08	N/A	N/A	N/A	%
Deliverables status as of 9/30/08	N/A	N/A	N/A	%
Deliverables status as of 12/31/08	N/A	N/A	N/A	%
Deliverables status as of 3/31/09	51	17	N/A	33%
Deliverables status as of 6/30/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 9/30/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 12/31/09	Not reported	Not reported	Not reported	Not reported

The Work Plan for Internal Audit Report #902 is attached. All "Area Reviewed" blocks filled with the word "**Complete**" represent deliverables that the departments/organizations have fully completed. All "Area Reviewed" blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

None.



## Quarter Two Work Plan Summary Report FY 09-10

**Chris Wolf**  
**Finance**  
**Procurement**  
**Report # 814**  
**Original Report Date- June 2008**

Finance has fully completed **five (5)** of the **nine (9)** deliverables cited in Audit Report #814. The following table provides numerical and percentage data on the status of all Audit Report #814 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	N/A	N/A	N/A	%
Deliverables status as of 12/28/07	N/A	N/A	N/A	%
Deliverables status as of 3/28/08	N/A	N/A	N/A	%
Deliverables status as of 6/30/08	N/A	N/A	N/A	%
Deliverables status as of 9/30/08	N/A	N/A	N/A	%
Deliverables status as of 12/31/08	9	5	N/A	56%
Deliverables status as of 3/31/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 6/30/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 9/30/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 12/31/09	Not reported	Not reported	Not reported	Not reported

The Work Plan for Internal Audit Report #814 is attached. All “Area Reviewed” blocks filled with the word “Complete” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

None.



## Quarter Two Work Plan Summary Report FY 09-10

**David Panagore**  
**License and Inspections' Revenue**  
**Development Services**  
**Report # 811**  
**Original Report Date- June 2008**

The Development Services has fully completed **twenty-five (25)** of the **forty-nine (49)** deliverables cited in Audit Report #811. The following table provides numerical and percentage data on the status of all Audit Report #811 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	N/A	N/A	N/A	%
Deliverables status as of 12/28/07	N/A	N/A	N/A	%
Deliverables status as of 3/28/08	N/A	N/A	N/A	%
Deliverables status as of 6/30/08	N/A	N/A	N/A	%
Deliverables status as of 9/30/08	N/A	N/A	N/A	%
Deliverables status as of 12/31/08	N/A	N/A	N/A	%
Deliverables status as of 3/31/09	N/A	N/A	N/A	%
Deliverables status as of 6/30/09	49	7	0	14%
Deliverables status as of 9/30/09	49	25	0	51%
Deliverables status as of 12/31/09	49	25	0	51%

The Work Plan for Internal Audit Report #811 is attached. All "Area Reviewed" blocks filled with the word "Complete" represent deliverables that the departments/organizations have fully completed. All "Area Reviewed" blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

None.

Department	Development Svcs						
Audit Area	L&I Revenue						
Audit Report	0811						
Status Date	June 2008						
Dept. Head	0810 Q2						
Area Reviewed	David B. Panagore						
	Area Reviewed	Completed	Department's Agreed Action	Responsibility	Team Members	Deliverable	Original Due Date
<b>Revenue Management</b>							
1	Complete	Develop and document policies and procedures for periodically reviewing actual to budgeted revenues and following up on accounts with unfavorable variances; this should include documentation standards to support the review and follow-up work that is performed	David Panagore	Edison Silva Evelyn Rivera	Developed and document policies	TBD	
2	Complete	Ensure that revenues are budgeted as required in all accounts where appropriate, document reasons why revenues are not budgeted for certain account and close revenue accounts that are no longer necessary	David Panagore	Edison Silva Evelyn Rivera	Ensured budgeted revenues and documented reasons	30-Jun-09	
3		Develop comprehensive policies and procedures relating to the billing and collection of each source of revenue; these policies and procedures should include any changes necessary to account for the transition to MUNIS	David Panagore	Edison Silva Finance Dept.	Developed comprehensive policies and procedures	TBD	
4		Review all accounts receivable balances and develop and maintain a comprehensive detailed aged summary of balances due	David Panagore	Edison Silva Angella Stevens Finance Dept.	Reviewed balances, developed and maintained summary	6/30/2009	
5	Complete	Develop summary lists of the businesses that are required to pay each respective annual license and permit fee and take action to record these businesses and related fees in the MUNIS Accounts Receivable module	David Panagore	Edison Silva	Developed summary lists		
6	Complete	Develop, implement and document policies, procedures and controls to ensure that all businesses pay annual license and permit fees as required; this should include procedures for billing and collecting these fees	David Panagore		Developed, implemented and documented policies procedures and controls	TBD	
7		Develop, document and implement policies, procedures and controls relating to the billing, collection, recording, deposit and reporting of weight and measure fees	David Panagore	Edison Silva Malachai Williams	Developed, implemented and documented policies procedures and controls	TBD	
8	Complete	Develop and maintain a comprehensive inventory of weight and measure devices in MUNIS which should be used to bill and collect related fees	David Panagore	Edison Silva Malachai Williams	Developed and maintained inventory	5/1/2009	
9	Complete	Bill and collect any unpaid fees for as many years as is deemed feasible	David Panagore	Edison Silva Finance Dept	Billed and collected fees	6/30/2009	
10		Take immediate action to create an inventory of vendors located in designated parking spaces and bill and collect fees where appropriate	David Panagore	HPA/DPW as street regulators	Created inventory		
11		Ensure that a listing of vendors, locations and fees is maintained on a year-to-year basis and all fees for vendor designated parking spaces are billed as required in the future	David Panagore	HPA/DPW as street regulators	Maintained listing		

Department	Development Svcs				
Audit Area	L& Revenue				
Audit Report	0811				
Audit Issue Date	June 2008				
Status Date	0910 Q2				
Dept. Head	David B. Panagore				
Area Reviewed	Team Members	Deliverable	Original Due Date		
Area Reviewed	Complete	Department's Agreed Action	Responsibility	Team Members	Deliverable
12	David Panagore	Apply the recommended improvements made for other revenue sources (developed, documented, implemented and maintained policies, procedures and controls for budgeting, billing, collecting, inventory/listing/recording/reporting, and depositing) to vendor licenses, permit late fees, inspection charge L&I overtime, and rooming houses	David Panagore	Edison Silva Malachai Williams	Developed, implemented and documented policies procedures and controls
13	David Panagore	Develop procedures and controls to ensure that all coin operated machines are identified and related fees are collected as required	David Panagore	Edison Silva Finance	Developed procedures and controls
14	Complete	Develop, document and implement policies, procedures and controls relating to the billing, collection, recording deposit and reporting of citation fees	David Panagore	Edison Silva Finance	Developed, implemented and documented policies procedures and controls
15	Complete	Utilize MUNIS to bill and collect citation fees	David Panagore	Finance	Utilized software
16	Complete	Determine what if anything can be done to expedite the collection of the \$4,357 in past due citation fees	David Panagore	Finance	Determined collection
17	Complete	Apply the recommendations for the citation process (develop, document and implement policies, procedures and controls relating to the billing, collection, recording deposit and reporting of citation fees; utilize MUNIS) to the Health Department citation process	HHS/Rivera		Developed, implemented and documented policies procedures and controls
18	Complete	Evaluate the fees currently charged by the L&I for services and increase fees as deemed appropriate	David Panagore	Edison Silva	Evaluated and increased fees
19	Complete	Develop, document and implement policies and procedures for periodically reviewing fees to ensure that they cover the costs associated with providing related services, are reasonable and customary and/or have been updated to reflect information and other factors	David Panagore	Edison Silva	Developed, implemented and documented policies procedures and controls
20		Develop and periodically generate and utilize standard and adhoc reports to help with the management and oversight of L&I accounts and operations	David Panagore	Edison Silva Evelyn Rivera	Developed and periodically generated reports
Cash Receipt Processing					
21	Complete	Make required improvements to the cash receipt process and document and implement related policies, procedures and controls	David Panagore	Edison Silva	Made improvements
Permit Fees: Closed Permits		Ensure that actual cost statements are obtained as required for all permit applications with estimated costs equal to or greater than \$100,000 prior to issuing closing the application and issuing the related permits	David Panagore	Edison Silva	Obtained applications
22	Complete				

Department	Development Svcs	Audit Area	L&I Revenue
Audit Report	0811	Audit Issue Date	June 2008
Status Date	0810 Q2	Dept. Head	David B. Panagore
Area Reviewed	Complete	Department's Agreed Action	Responsibility
Permit Fees: Projects Funded by the City	Complete	Ensure that L&I is notified of City funded projects as required; L&I should be provided a detailed breakdown of the costs associated with these projects	David Panagore Edison Silva Ensured notification
23	Complete	Obtain permits as required on projects funded by the City before contractors are paid for related work performed	David Panagore Edison Silva Obtained permits
24	Complete	Recover lost permit fees, where feasible, on ongoing and completed projects that have been funded by the City	David Panagore Edison Silva Recovered fees
25			
Permit Fees: Open Permits pre-7/1/06			
26		Follow-up on 19 open permits, noted in Internal Audit report #0811, and take appropriate action to either close or otherwise address them as deemed appropriate	David Panagore Edison Silva Closed or addressed open permits 6/30/2009
27		Obtain the actual cost statements for the 53 open permits noted in Internal Audit report #0811	David Panagore Edison Silva Obtained statements
28	Complete	Ensure that information pertaining to requests for actual cost statements can be recorded in and accounted for by the MUNIS permit model on a permit by permit basis.	David Panagore Edison Silva Finance Recorded and accounted for statements
29	Complete	Explore the feasibility of using other automated applications such as Access or Excel to record and account for requests for actual cost statements if MUNIS cannot be used for this purpose	David Panagore Edison Silva Explored feasibility
30	Complete	Ensure that actual cost statement information is maintained in either the MUNIS Permit module or some other automated application	David Panagore Edison Silva Nettie Starkes Michelle Webber Maintained information
31	Complete	Develop, document and implement policies, procedures and controls related to accounting for, recording and following up on actual cost statements and following up on and resolving open permits; this should include properly accounting for unpaid permit fees as accounts receivable and actively collecting balances due	David Panagore Edison Silva Developed, implemented and documented policies procedures and controls TBD
32		Take immediate action to follow-up on and resolve the 287 open permits noted in Internal Audit report # 0811	David Panagore Edison Silva Resolved open permits
33		Ensure that these policies, procedures and controls are implemented adequately for the new MUNIS Permit module	David Panagore Edison Silva Ensured adequacy of system

Department	Development Svcs				
Audit Area	L&J Revenue				
Audit Report	0811				
Audit Issue Date	June 2008				
Status Date	0910 Q2				
Dept. Head	David B. Panagore				
Area Reviewed	Complete	Department's Agreed Action	Responsibility	Team Members	Deliverable
34		Develop policies, procedures and controls to ensure permit fees that are generated when construction costs reported on Actual Cost statements exceed estimated construction costs reported on permit applications are adequately accounted for, followed-up on for collection and reported	David Panagore	Edison Silva	Developed, implemented and documented policies procedures and controls
35		Determine the feasibility of enhancing the MUNIS Permit module or some other automated application to account for reported actual costs and related unpaid fees	David Panagore	Edison Silva Nettie Starkes Michelle Webber	Determined feasibility
36	Complete	Develop and implement policies and procedures to ensure that contractors/property owners are not granted a new permit when they have not submitted actual cost statements for open permits where required	David Panagore	Edison Silva	Developed, implemented and documented policies procedures and controls
<b>Permit Fees: Open Permit and MUNIS Related Issues</b>					
37	Complete	Determine the feasibility of enhancing the MUNIS Permit module to prevent users from issuing permits with outstanding and unpaid fees; if this is not feasible, develop a management report detailing outstanding unpaid fees on issued permits and related policies, procedures and controls for follow-up on and resolving balances in a timely manner	David Panagore	Edison Silva	Enhanced module or developed report
38		Develop, document and implement policies, procedures and controls relating to permit fee adjustments and reversals	David Panagore	Edison Silva	Developed, implemented and documented policies procedures and controls
39	Complete	Develop and periodically produce a summary report of permit fee adjustments and reversals made by employees for review and follow-up by appropriate independent supervisory personnel as deemed necessary	David Panagore	Edison Silva	Developed and produced report
40		Ensure that the fees relating to the two permits noted in Internal Audit report #0811 were charged to the project in accordance with the terms and conditions of the Council Resolution and determine the feasibility of collecting any fees that have not been paid as required	David Panagore	Edison Silva	Ensured correct charges
41		Resolve the open permit with a negative fee balance of \$50.32	David Panagore	Edison Silva	Resolved permit
42		Determine if there are any other negative fee balances and develop, document and implement policies, procedures and controls to ensure that negative fee balances are identified, followed-up on and resolved in the future	David Panagore	Edison Silva	Determined balances, developed, implemented and documented policies procedures and controls

Department	Development Svcs				
Audit Area	L&I Revenue				
Audit Report	0811				
Audit Issue Date	June 2008				
Status Date	0910 Q2				
Dept. Head	David B. Panagore				
Area Reviewed			Department's Agreed Action	Responsibility	Team Members
			Establish procedures for periodically reconciling financial activity from MUNIS to SFMS and following-up on and resolving any variances noted	David Panagore	Edison Silva
43	Complete	Complete	Develop, document and implement policies, procedures and controls for performing reconciliations to ensure that revenue recorded in the MUNIS Permit and Business License modules agrees with the revenue recorded in SFMS; this should include identifying, following-up on and resolving any variances identified	David Panagore	Edison Silva
44	Complete	Complete	Determine the feasibility of enhancing the MUNIS Permit module to automatically generate request for actual cost statements and bill and collect additional fees generated when actual construction costs are found to exceed estimated construction costs on issued permits	David Panagore	Edison Silva
45	Complete	Complete	Explore the cost benefit and feasibility of implementing MUNIS related processes and operations	David Panagore	Edison Silva
<b>MUNIS Permit Module Security and Access Controls</b>					
46	Complete	Complete	Work with Metro Hartford Information Services (MHIS) and the Finance Department Financial Systems Manager to develop and document policies, procedures and controls relating to security and access to the MUNIS Permit module (resetting passwords, granting consultant access, deactivating IDs)	David Panagore	Edison Silva
47			Work with MHIS and the Finance Department Financial Systems Manager to establish roles for the Permit module and assign users to the appropriate roles based on security and access needs and requirements	David Panagore	Edison Silva Eric Jackson
48			Ensure that users only have access to activities and functionality required for them to do their jobs or that there is an adequate segregation of duties on a user by user basis when the transition is made to role based user access	David Panagore	Edison Silva
49	Complete	Complete			Ensured required access

## Quarter Two Work Plan Summary Report FY 09-10

Steven Adamowski  
Hartford Public School System  
Hartford Magnet Middle  
Report # 805  
Original Report Date- June 2007

The Hartford Public School System has fully completed **eighteen (18)** of the **twenty-four (24)** deliverables cited in Audit Report #805. The following table provides numerical and percentage data on the status of all Audit Report #805 deliverables.

Work Plan Deliverable Information	Total Deliverables	Number of Deliverables Completed	Number of Ongoing Deliverables	Percent of Deliverables Completed
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	N/A	N/A	N/A	%
Deliverables status as of 12/28/07	N/A	N/A	N/A	%
Deliverables status as of 3/28/08	N/A	N/A	N/A	%
Deliverables status as of 6/30/08	N/A	N/A	N/A	%
Deliverables status as of 9/30/08	24	18	0	75%
Deliverables status as of 12/31/08	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 3/31/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 6/30/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 9/30/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 12/31/09	Not reported	Not reported	Not reported	Not reported

The Work Plan for Internal Audit Report #805 is attached. All “Area Reviewed” blocks filled with the word **“Complete”** represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

None.



## Quarter Two Work Plan Summary Report FY 09-10

**Kevin Burnham  
Public Works  
Equipment Services  
Report # 801SR  
Original Report Date- January 2008**

Public Works has fully completed **twelve (12)** of the **sixteen (16)** deliverables cited in Audit Report #801SR. The following table provides numerical and percentage data on the status of all Audit Report #801SR deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	N/A	N/A	N/A	%
Deliverables status as of 12/28/07	N/A	N/A	N/A	%
Deliverables status as of 3/28/08	N/A	N/A	N/A	%
Deliverables status as of 6/30/08	N/A	N/A	N/A	%
Deliverables status as of 9/30/08	16	4	N/A	25%
Deliverables status as of 12/31/08	16	4	N/A	25%
Deliverables status as of 3/31/09	16	4	N/A	25%
Deliverables status as of 6/30/09	16	4	N/A	25%
Deliverables status as of 9/30/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 12/31/09	16	12	N/A	75%

The Work Plan for Internal Audit Report #801SR is attached. All “Area Reviewed” blocks filled with the word “Complete” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

None.

**Department**  
 DPW  
**Audit Area**  
 Equipment Serv.  
 080ISR  
**Audit Issue Date**  
 January 2008  
**Status Date**  
 0910 Q2  
**Dept. Head**  
 Kevin Burnham

Area Reviewed	Reviewed	Complete	Department's Agreed Action	Responsibility	Team Members	Deliverable	Original Due Date
<b>Infrastructure - Fleet Maintenance Management System</b>							
1		Complete	Ensure that security, access, input, processing and output policies, procedures and controls are established, documented and implemented for the interim and new Fleet Maintenance Management System	Vince Riveiro			Developed, documented and implemented policies, procedures and controls
<b>Parts and Inventory</b>							
2		Complete	Develop adequate physical controls over the Light and Heavy Equipment part storerooms and related inventories	Vince Riveiro			Developed controls
3		Complete	Maintain "an accurate inventory of parts on hand" per Operating Memorandum DPW 66	Vince Riveiro	Vince Riveiro, Dave Brocket , Jose Dehoyos, Jose Zavala	Maintained parts	8/30/07
4		Complete	Perform a physical inventory of parts on-hand each June as a means of control and to ensure the integrity and accuracy of the inventory balances on-hand and recorded in the Infrastructure system	Vince Riveiro	Vince Riveiro, Dave Brocket , Jose Dehoyos, Jose Zavala	Performed and recorded inventory	6/30/08
5		Complete	Establish optimum levels for the number and types of parts required to be maintained on-hand in the inventory storerooms	Vince Riveiro	Vince Riveiro, Dave Brocket , Jose Dehoyos, Jose Zavala	Established inventory levels	6/30/08
6		Complete	Develop adequate physical controls over parts delivered to the Light and Heavy Equipment shops	Vince Riveiro		Developed and implemented controls	8/30/07
7		Complete	Develop a way to account for parts as they are processed and move through the system	Vince Riveiro		Developed and implemented process	8/1/08
8		Complete	Require mechanics requesting parts for a repair order to sign the invoices on a part requisition	Vince Riveiro	Vince Riveiro, John Spagna, Sil Kendrick	Required documentation	8/7/07
9		Complete	Verify that parts/supplies are actually received, placed in the storeroom and recorded in an automated inventory system before the Supply Room Section Leader approves invoices for payment	Vince Riveiro	Vince Riveiro, Dave Brocket , Jose Dehoyos, Jose Zavala	Developed and implemented approval process	6/30/08
10		Complete	Develop general ledger reporting of or control over the dollar value of the parts inventory; record part inventory balances as assets in either the SmartStream Financial Management System or the Comprehensive Annual Financial Report	Vince Riveiro		Developed reporting and recording practices	6/30/08
<b>Work Orders and Related Processes</b>							
11		Complete	Prepare work orders for Heavy Equipment as required in accordance with Operating Memorandum DPW 66	Vince Riveiro	Vince Riveiro, Sil Kendrick	Prepared work orders	2/29/08
12			Record accurate, complete and reliable vehicle warranty status and applicable information	Vince Riveiro	Vince Riveiro, Dave Brocket , Jose Dehoyos, Jose Zavala	Recorded information	6/30/08

<b>Department</b>	DPW
<b>Audit Area</b>	Equipment Serv.
<b>Audit Report</b>	0801SR
<b>Audit Issue Date</b>	January 2008
<b>Status Date</b>	0910 Q2
<b>Dept. Head</b>	Kevin Burnham

<b>Area Reviewed</b>	<b>Action</b>	<b>Department's Agreed Action</b>	<b>Responsibility</b>	<b>Team Members</b>	<b>Deliverable</b>	<b>Original Due Date</b>
13	<b>Complete</b>	Prepare work orders for vehicle maintenance and repairs to record what was done to the vehicle, how long it took to perform the work and what parts were used; account for all parts used during repairs on all work orders	Vince Riveiro	Vince Riveiro, Dave Brockett, John Spagna, Sil Kendrick	Prepared work orders	6/30/08
14		Develop controls to make sure that pre and post inspection reports are prepared by drivers and maintained on file for all heavy equipment with air brakes and/or which is over 26,000 lbs. as required by the State of Connecticut Department of Transportation	TBD, Vince Riveiro, Robert Freeman, Bryan West, John Timm.	TBD, Vince Riveiro, Robert Freeman, Bryan West, John Timm.	Developed and implemented controls	5/15/08
Management Reports and Oversight		Develop, implement and generate reports to assist in the management and oversight of Equipment Services Division (ESD) accounts and operations specifically relating to parts and vehicle maintenance	Vince Riveiro	Vince Riveiro, Dave Brocket , Jose Dethoyos, Jose Zavala	Developed, implemented and generated reports	6/30/08
Other Matters		Take immediate action to improve the conditions in the ESD and ensure that they are maintained in a safe and orderly fashion in the future	Vince Riveiro	Vince Riveiro, John Spagna, Sil Kendrick	Improved conditions	ongoing



## Quarter Two Work Plan Summary Report FY 09-10

**David Panagore, Carey Redd, and Chris Wolf/John Rose**

**Chief Operating Officer, Development Services, Finance/Corporation Counsel and Hartford Parking Authority**

**City Owned Property**

**Report # 001**

**Original Report Date- June 2007**

The Chief Operating Officer, Finance, Corporation Counsel, Development Services and the Hartford Parking Authority, each responsible for specific deliverables, have fully completed **five (5)** of the **eleven (11)** deliverables cited in Audit Report #001. The following table provides numerical and percentage data on the status of all Audit Report #001 deliverables.

Work Plan Deliverable Information	Total Deliverables	Number of Deliverables Completed	Number of Ongoing Deliverables	Percent of Deliverables Completed
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	N/A	N/A	N/A	%
Deliverables status as of 12/28/07	11	2	0	18%
Deliverables status as of 3/28/08	11	3	0	27%
Deliverables status as of 6/30/08	11	4	0	36%
Deliverables status as of 9/30/08	11	4	0	36%
Deliverables status as of 12/31/08	11	4	0	36%
Deliverables status as of 3/31/09	11	4*	0	36%
Deliverables status as of 6/30/09	11	5*	0	45%
Deliverables status as of 9/30/09	11	5*	0	45%
Deliverables status as of 12/31/09	11	5*	0	45%

\*Finance Department last reported in Q2 08-09.

The Work Plan for Internal Audit Report #001 is attached. All “Area Reviewed” blocks filled with the word “**Complete**” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

Completed deliverables show the employees who actually completed the deliverables. Incomplete deliverables show current employees who are responsible for the deliverables.

The last five deliverables in this work plan were added by city management and were not reported by Internal Audit. Responsibility for completing open deliverables is as follows-

- Development Services- Deliverable 5a
- Finance (w/ Corporation Counsel for some issues)- Deliverables 1, 4, 5, 6 and 3a

Deliverable language on deliverable #3 was adjusted, with approval from Internal Audit, starting Q1 08-09.

Department	Multiple	Audit Area	City Owned Property
Audit Report	001	Audit Issue Date	June 2007
Status Date	09/10 Q2	Dept. Head	Multiple
Area Reviewed	Complete	Department's Action	Responsibility
Team Members	Deliverable	Original Due Date	
12:4 Main Street (Internal Audit Identified)	Complete		
1		Take immediate action to work with the Corporation Counsel's Office to develop and implement policies and procedures relating to the execution and awarding of contracts for leasing and/or licensing city owned property to third parties for income producing purposes (Internal Audit Recommended Action)	Chris Wolf, John Rose, Lydia Rosario, Mark McGovern, Pat Campbell, Dave Panagore
2	Complete	Explore changes to the Municipal Code to assign the responsibility for managing and operating all City' owned revenue producing parking lots, including the one at 12:4 Main St., to the Hartford Parking Authority (Internal Audit Recommended Action)	Lee Erdmann
1143 Main Street (Internal Audit Identified)	Complete		
3	Complete	Explore and investigate opportunities for month to month arrangements for parking purposes at 1143 Main St.	Jim Kopencay and Lee Erdmann
4		Develop and implement policies, procedures and controls relating to the management and oversight of income producing properties owned by the City (Internal Audit Recommended Action)	Chris Wolf
5		Further investigate and properly account for the four missing monthly payments totaling \$4,000 and determine if there is any documentation to support the agreement to reduce the fee paid by G&G Enterprises, Inc. for lot 1143 from \$1,000 to \$500 (Agreed Upon Action)	Chris Wolf and John Rose
6		Take action to collect any amounts that are found to be due and payable from G&G Enterprises, Inc. (Internal Audit Recommended Action)	Chris Wolf and John Rose
		end of Internal Audit identified actions	(this deliverable is contingent on the investigation and determination in deliverable # 5)

Department	Multiple	Audit Area	City Owned Property	Area Reviewed	Complete	Department's Action		Responsibility	Team Members	Deliverable	Original Due Date
Audit Report	001	Audit Issue Date	June 2007								
Status Date	0910 Q2	Dept. Head	Multiple								
City of Hartford's planned actions (City identified)											
1a	Complete		Determine the need and feasibility for hiring an Asset Manager and hire if deemed needed and feasible		Lee Erdmann	Lee Erdmann, Chris Wolf, Kevin Burnham, Santiago Malave, Rick Galarza	Determined need and feasibility; hired if deemed needed and feasible		original- 10/1/2007 revised- 6/30/08		
2a	Complete	Munis	Determine the asset management system capabilities in Munis	Chris Wolf	Chris Wolf, Lydia Rosario, Mark Turcotte	Chris Wolf, Lydia Rosario	Determined capabilities	11/1/2007			
3a			Implement Munis asset management functionality if deemed feasible	Chris Wolf	Chris Wolf, Lydia Rosario	Chris Wolf, Lydia Rosario	Implemented capabilities if deemed feasible		original- approx. timeframe of one year revised- 12/31/08		
4a	Complete		Produce a comprehensive city-wide summary of all leases	Chris Wolf	Chris Wolf, Mark McGovern, Kevin Burnham, Jim Kopencey, John Rose, Lydia Rosario, Mark Turcotte	Chris Wolf	Produced summary	10/1/2007			
5a			Develop and implement policies, procedures and controls relating to licensing non-income producing, city-owned properties and facilities	Mark McGovern	Mark McGovern, John Rose	Mark McGovern, John Rose	Developed and implemented policies, procedures and controls		original- 11/1/2007 revised- 6/30/09		

\*original date correction



## Quarter Two Work Plan Summary Report FY 09-10

**Lonnie Burt  
Hartford Public School System  
Food and Nutrition  
Report # 707  
Original Report Date- May 2007**

The Hartford Public School System has fully completed **eight (8)** of the **nine (9)** deliverables cited in Audit Report #707. The following table provides numerical and percentage data on the status of all Audit Report #707 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	9	4	0	44%
Deliverables status as of 12/28/07	9	6	0	67%
Deliverables status as of 3/28/08	9	6	0	67%
Deliverables status as of 6/30/08	9	7	0	78%
Deliverables status as of 9/30/08	9	7	0	78%
Deliverables status as of 12/31/08	9	8	0	89%
Deliverables status as of 3/31/09	9	8	0	89%
Deliverables status as of 6/30/09	9	8	0	89%
Deliverables status as of 9/30/09	9	8	0	89%
Deliverables status as of 12/31/09	9	8	0	89%

The Work Plan for Internal Audit Report #707 is attached. All “Area Reviewed” blocks filled with the word “**Complete**” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

None.

Department	HPSS	Audit Area	Food and Nutrition	Area Reviewed	Complete	Department's Agreed Action	Responsibility	Team Members	Deliverable	Original Due Date
Audit Area	0707	Audit Report	May 2007	Procedures, Process Flows and Controls	Complete	Further document the written procedures relating to Central Office and School-based Cash Operations, Expenditure Cycle, Revenue Cycle, Inventory, Fixed Assets, Payroll, Financial Reporting, IT General Controls over the next few months	Lonnie Burt; Director	Walter Karlowicz; Accounting Manager, Jeff Sidewater; Ass't Director, Gisele Cebolero, Jr. Accountant	Documented procedures	05/31/08
Audit Issue Date	0910 Q2	Status Date	Dept. Head	1	Complete					
Dept. Head	Lonnie Burt									
Cash in Banks				2	Complete	Transfer the bank reconciliation function to an individual with limited access to the general ledger and have the bank reconciliation reviewed and approved by the accounting manager	Walter Karlowicz; Accounting Manager	Wanda Walters; Payroll Supervisor	Transferred function and reviewed and approved reconciliation	10/01/07
				3	Complete	Work with the City Treasurer to optimize the management controls and investment incomes from excess cash operating revenues	Lonnie Burt; Director	Walter Karlowicz; Accounting Manager, Sandy Cruz-Serrano, COO	Optimized investment income	04/01/08
				4	Complete	Have an individual independent of the accounting and bank reconciliation functions record checks received in a manual log and prepare the bank deposit	Walter Karlowicz; Accounting Manager	Lonnie Burt; Director, Linda Lussier; Betty Phillips	Improved financial control process	07/01/07
				5	Complete	Make sure that all weekly reports are agreed to the daily printouts	Walter Karlowicz; Accounting Manager	Lonnie Burt; Director, Jeff Sidewater; Ass't Director, Field Supervisors, Cook Managers	Agreed reports and printouts	11/01/07
Accounts Receivable				6	Complete	Continue to work with the HPSS Chief Financial Officer to collect past due accounts receivable balances	Walter Karlowicz; Accounting Manager	Lonnie Burt; Director, Jeff Sidewater; Ass't Director, Gisele Cebolero, Jr. Accountant, HBOE Finance Personnel	Collected receivables	12/31/07
Prepaid Meals				7	Complete	Continue to develop, document and implement procedures and controls covering advance food purchase accounts	Jeff Sidewater; Ass't Director	Walter Karlowicz; Accounting Manager, Field Supervisors	Developed, documented and implemented procedures and controls	05/31/08
Payroll				8	Complete	Work with the City Finance Department management to implement a billing and confirmation process to settle bi-weekly payrolls	Jeff Sidewater; Director	Walter Karlowicz; Accounting Manager, Wanda Walters, Payroll Supervisor	Settled bi-weekly payrolls	02/01/08
IT General Controls				9	Complete	Work with MHIS management to store a copy of back up tapes off-site	Jeff Sidewater; Ass't Director	Lonnie Burt; Director, Elizabeth Wagner; SFSP Coordinator	Stored tapes	11/01/07

## Quarter Two Work Plan Summary Report FY 09-10

**Gary Stango**  
**Emergency Services and Telecommunications**  
**Alarm Fines and Fees**  
**Report # 706**  
**Original Report Date- May 2007**

The Emergency Services and Telecommunications has fully completed **six (6)** of the **seven (7)** deliverables cited in Audit Report #706. The following table provides numerical and percentage data on the status of all Audit Report #706 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	7	3	0	43%
Deliverables status as of 12/28/07	7	3	0	43%
Deliverables status as of 3/28/08	7	5	0	71%
Deliverables status as of 6/30/08	7	5	0	71%
Deliverables status as of 9/30/08	7	5	0	71%
Deliverables status as of 12/31/08	7	5	0	71%
Deliverables status as of 3/31/09	7	5	0	71%
Deliverables status as of 6/30/09	7	6	0	86%
Deliverables status as of 9/30/09	7	6	0	86%
Deliverables status as of 12/31/09	7	6	0	86%

The Work Plan for Internal Audit Report #706 is attached. All “Area Reviewed” blocks filled with the word “**Complete**” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

None.

Department	EST	Audit Area	Alarm Fines/Fees	Area Reviewed	Complete	Department's Agreed Action	Responsibility	Team Members	Deliverable	Original Due Date
Audit Area	0706	Audit Issue Date	May 2007	Billing and Collection of Alarm Fees and Fines and Revenue Recognition	Complete	EST management agreed to work with Finance Department management to develop the process necessary to record revenue on an actuarial basis including the recording of applicable accounts receivable	Gary Stango	Breeda Burchel	Developed and implemented process	
Audit Issue Date	0910 Q2	Status Date	Dept. Head	1	Complete	EST management agreed to work with Finance Department management to initiate the collection of the more than \$200,000 in past due balances	Gary Stango	Breeda Burchel John Rose Santiago Malave New Clerk	Collected balances	
Dept. Head	Gary Stango			2	Complete	EST management agreed to complete procedures and control documents when a new position is filled	Gary Stango	Breeda Burchel New Clerk	Documented procedures and controls	
				3	Complete	EST management agreed to determine the feasibility/practicality of implementing a refund process through the standard City of Hartford disbursement process	Gary Stango	Breeda Burchel New Clerk	Determined feasibility, documented and implemented if deemed feasible	
				4	Complete	EST management agreed to work with the Cry Wolf vendor to make enhancements for non-sufficient fund check fees	Gary Stango	Breeda Burchel	Enhanced system and fees	
				5	Complete	EST management agreed to submit future appeals to the City Citations Hearing Office for resolution	Gary Stango	Breeda Burchel John Rose Santiago Malave New Clerk	Submitted appeals	
				6	Complete					
				Cry Wolf System		EST management agreed to develop and implement data transfer procedures and controls and document the reasons for eliminating transactions from a transfer	Gary Stango	Breeda Burchel Perry-Ann Meades	Developed, documented and implemented process	
				7	Complete					

## Quarter Two Work Plan Summary Report FY 09-10

**Chief Daryl Roberts, Gary Stango, Chris Wolf and John Rose  
Police, Emergency Services and Telecommunications, Finance and Corporation Counsel  
Weapons, Equipment and Supplies  
Report # 705  
Original Report Date- December 2006**

Police and Emergency Services and Telecommunications, each responsible for specific deliverables, have fully completed **thirty-two (32)** of the **forty-one (41)** deliverables cited in Audit Report #705. The following table provides numerical and percentage data on the status of all Audit Report #705 deliverables.

Work Plan Deliverable Information	Total Deliverables	Number of Deliverables Completed	Number of Ongoing Deliverables	Percent of Deliverables Completed
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	N/A	N/A	N/A	%
Deliverables status as of 6/30/07	N/A	N/A	N/A	%
Deliverables status as of 9/28/07	41	27	0	66% (partial)
Deliverables status as of 12/28/07	41	30	0	73% (partial)
Deliverables status as of 3/28/08	41	32	0	78% (partial)
Deliverables status as of 6/30/08	41	32	0	78% (partial)
Deliverables status as of 9/30/08	41	32	0	78% (partial)
Deliverables status as of 12/31/08	41	32	0	78% (partial)
Deliverables status as of 3/31/09	41	32	0	78% (partial)
Deliverables status as of 6/30/09	41	32	0	78% (partial)
Deliverables status as of 9/30/09	41	32	0	78% (partial)
Deliverables status as of 12/31/09	41	32	0	78% (partial)

The Work Plan for Internal Audit Report #705 is attached. All “Area Reviewed” blocks filled with the word “Complete” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

This work plan is partially reported.

- Police- All deliverables reported as complete.
- Emergency Services and Telecommunications- All deliverables reported as complete.
- Finance- Responsibility, Team Members and Due Date have not been submitted to Internal Audit.
- Corporation Counsel- Responsibility, Team Members and Due Date have not been submitted to Internal Audit.



## Quarter Two Work Plan Summary Report FY 09-10

**Carlos Rivera**  
**Health and Human Services**  
**Friends of Parks**  
**Report # 702**  
**Original Report Date- June 2006**

The Health and Human Service Department has fully completed **ten (10)** of the **thirteen (13)** deliverables sighted in Audit Report #702. The following table provides numerical and percentage data on the status of all Audit Report #702 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	N/A	N/A	N/A	%
Deliverables status as of 3/30/07	13	1	0	8%
Deliverables status as of 6/30/07	13	2	0	15%
Deliverables status as of 9/28/07	13	4	0	31%
Deliverables status as of 12/28/07	13	6	0	46%
Deliverables status as of 3/28/08	13	6	0	46%
Deliverables status as of 6/30/08	13	6	0	46%
Deliverables status as of 9/30/08	13	6	0	46%
Deliverables status as of 12/31/08	13	6	0	46%
Deliverables status as of 3/31/09	13	9	0	69%
Deliverables status as of 6/30/09	13	10	0	77%
Deliverables status as of 9/30/09	13	10	0	77%
Deliverables status as of 12/31/09	13	10	0	77%

The Work Plan for Internal Audit Report #702 is attached. All “Area Reviewed” blocks filled with the word “Complete” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

None.

Department	HHS Friends of Parks	Audit Area	Friends of Parks	Audit Report	0702	Audit Issue Date	June 2006	Status Date	0910 Q2	Dept. Head	Carlos Rivera
Area Reviewed	Complete	Department's Agreed Action		Responsibility	Team Members	Deliverable	Original Due Date				
Detailed Findings				TBD	Carlos Rivera, Livie Spearmen, Jean Ward, DPW	Established mandates	Feb-08				
1	Complete	HHS management agreed to work with the Mayor's Office to establish mandates through the City Charter, ordinances or resolutions to empower HHS with the necessary authority to provide oversight for management of the Friends of Parks Groups		TBD	Carlos Rivera, Livie Spearmen, Jean Ward, DPW	Developed, documented and implemented policies, procedures and controls	Aug-07				
2	Complete	HHS management agreed to develop, document and implement policies, procedures and controls relating to the management and oversight of the Friends of Parks Groups		TBD	Carlos Rivera, Livie Spearmen, Jean Ward, DPW	Ensured signatures	Jun-07				
3	Complete	HHS management agreed to take action to ensure that the Agreements with all the Friends of Parks Groups are updated and signed by all related parties		Livie Spearmen	Carlos Rivera, Livie Spearmen, Jean Ward	Developed, documented and implemented policies, procedures and controls	Feb-08				
4	Complete	HHS management agreed to develop, document and implement policies, procedures and controls to ensure that Agreements with the Friends of Parks Groups are renewed or renegotiated promptly in the future		Livie Spearmen	Carlos Rivera, Livie Spearmen, Jean Ward	Developed, documented and implemented policies, procedures and controls	Mar-08				
5		Finance Department management agreed to work with HHS management to develop, document and implement policies, procedures and controls to ensure that the Friends of Parks Groups and other entities such as LAMAR remit revenues to the City in accordance with the terms and conditions of the respective Agreements		TBD	TBD, Carlos Rivera, Livie Spearmen, Jean Ward.	Determined feasibility	Mar-08				
6		Finance Department management agreed to determine the feasibility of utilizing the recently implemented MUNIS Revenue Management module to account for and record revenues		TBD	TBD, Carlos Rivera, Livie Spearmen, Jean Ward,	Determined feasibility	Mar-08				
7		HHS management agreed to develop, document and implement policies, procedures and controls to ensure that the terms and conditions of the August 9, 2004 Court of Common council resolution are met as required by both the Friends of Parks Groups and HHS		TBD		Developed, documented and implemented policies, procedures and controls	Feb-08				
8	Complete	HHS management agreed to work with the Friends Groups to determine training needs and requirements and the Hartford Parks and Recreation Advisory Committee to explore what training can and should be provided to these groups			Carlos Rivera, Livie Spearmen, Jean Ward, DPW	Determined training needs and requirements	Jul-07				
9	Complete	HHS management agreed to work with the Friends Groups to ensure that meeting minutes are properly documented			Carlos Rivera, Livie Spearmen, Jean Ward	Properly documented meeting minutes	Mar-08				

<b>Department</b>	HHS
<b>Audit Area</b>	Friends of Parks
<b>Audit Report</b>	0702
<b>Audit Issue Date</b>	June 2006
<b>Status Date</b>	0910 Q2
<b>Dept. Head</b>	Carlos Rivera

Area Reviewed	Deliverable	Department's Agreed Action	Responsibility	Team Members	Deliverable	Original Due Date
10	Complete	HHS management agreed to provide the Friends of Parks Groups with a copy of the "Cash Controls Audit Issues" statement issued by the Internal Audit Department to help them identify and address control deficiencies in the cash receipt processes	TBD	TBD, Carlos Rivera, Livie Spearman, Jean Ward, Patrick Campbell	Provided statement	Jul-07
11	Complete	HHS management will develop, document and implement policies, procedures and controls relating to hiring and paying board members and/or their family members or providing these individuals opportunities to run or participate in events or activities sponsored by the group that result in financial gain	TBD	Carlos Rivera, Livie Spearman, Jean Ward, Corporation Counsel	Developed, documented and implemented policies, procedures and controls	Mar-08
12	Complete	HHS and DPW management agreed to require the Friends Groups to notify HHS of all planned events, activities and functions that take place in their respective parks	TBD	Carlos Rivera, Livie Spearman, Jean Ward, DPW	Required notifications	Mar-07
13	Complete	HHS management agreed to take action to include the deliverable noted directly above (#12) requirement in license or other Agreements	Livie Spearman	Carlos Rivera, Livie Spearman, Jean Ward	Included requirements in licenses or Agreements	Mar-07



## Quarter Two Work Plan Summary Report FY 09-10

**Steven Adamowski  
Hartford Public School System  
Payroll Accounts and Operations  
Report # 603  
Original Report Date- June 2006**

The Hartford Public School System has fully completed **forty-two (42)** of the **sixty-six (66)** deliverables cited in Audit Report #603. The following table provides numerical and percentage data on the status of all Audit Report #603 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	0	%
Deliverables status as of 12/29/06	66	25	0	38%
Deliverables status as of 3/30/07	66	27	0	41%
Deliverables status as of 6/30/07	66	27	0	41%
Deliverables status as of 9/28/07	66	33	0	50%
Deliverables status as of 12/28/07	66	33	0	50%
Deliverables status as of 3/28/08	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 6/30/08	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 9/30/08	66	42	0	64%
Deliverables status as of 12/31/08	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 3/31/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 6/30/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 9/30/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 12/31/09	Not reported	Not reported	Not reported	Not reported

The Work Plan for Internal Audit Report #603 is attached. All “Area Reviewed” blocks filled with the word **“Complete”** represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

None.



## Quarter Two Work Plan Summary Report FY 09-10

**Steven Adamowski  
Hartford Public School System  
Health Care Eligibility  
Report # 602  
Original Report Date- April 2006**

The Hartford Public School System has fully completed **twenty (20)** of the **thirty-five (35)** deliverables cited in Audit Report #602. The following table provides numerical and percentage data on the status of all Audit Report #602 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	N/A	N/A	N/A	%
Deliverables status as of 12/29/06	35	14	0	40%
Deliverables status as of 3/30/07	35	18	0	51%
Deliverables status as of 6/30/07	35	18	0	51%
Deliverables status as of 9/28/07	35	18	0	51%
Deliverables status as of 12/28/07	35	18	0	51%
Deliverables status as of 3/28/08	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 6/30/08	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 9/30/08	35	20	0	57%
Deliverables status as of 12/31/08	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 3/31/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 6/30/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 9/30/09	Not reported	Not reported	Not reported	Not reported
Deliverables status as of 12/31/09	Not reported	Not reported	Not reported	Not reported

The Work Plan for Internal Audit Report #602 is attached. All “Area Reviewed” blocks filled with the word “**Complete**” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

None.



## Quarter Two Work Plan Summary Report FY 09-10

**David Panagore  
Development Services  
Licenses and Inspections Lien Processing  
Report # 509  
Original Report Date- March 2005**

The Development Services Department has fully completed **twenty-one (21)** of the **twenty-two (22)** deliverables cited in Audit Report #509. The following table provides numerical and percentage data on the status of all Audit Report #509 deliverables.

<b>Work Plan Deliverable Information</b>	<b>Total Deliverables</b>	<b>Number of Deliverables Completed</b>	<b>Number of Ongoing Deliverables</b>	<b>Percent of Deliverables Completed</b>
Deliverables status as of 9/29/06	22	17	0	77%
Deliverables status as of 12/29/06	22	18	0	82%
Deliverables status as of 3/30/07	22	18	0	82%
Deliverables status as of 6/30/07	22	19	0	86%
Deliverables status as of 9/28/07	22	19	0	86%
Deliverables status as of 12/28/07	22	19	0	86%
Deliverables status as of 3/28/08	22	19	0	86%
Deliverables status as of 6/30/08	22	19	0	86%
Deliverables status as of 9/30/08	22	19	0	86%
Deliverables status as of 12/31/08	22	19	0	86%
Deliverables status as of 3/31/09	22	19	0	86%
Deliverables status as of 6/30/09	22	21	0	95%
Deliverables status as of 9/30/09	22	21	0	95%
Deliverables status as of 12/31/09	22	21	0	95%

The Work Plan for Internal Audit Report #509 is attached. All “Area Reviewed” blocks filled with the word “Complete” represent deliverables that the departments/organizations have fully completed. All “Area Reviewed” blocks that are blank represent deliverables that are not fully complete.

Comments/Perspective:

Department	Devel. Services	Area Reviewed	Complete	Department's Agreed Action	Responsibility	Team Members	Deliverable	Original Due Date
Audit Area	L & (Liens)	General		Complete and Submit to the Internal Audit Department an Audit Report Follow-up Work Plan no later than 30 days after receiving the work plan template			Completed Work Plan	done
Audit Report	0509	1	Complete					
Status Date	March 2005	Lien Processing						
Dept. Head	0910 Q2 David Panagore <th>2</th> <th>Complete</th> <td>Reinforce existing lien processing policies, procedures and controls to ensure that liens are processed as required for all remediation projects with costs greater than or equal to \$1,000; work with the Department of Public Works to ensure the timely receipt of documentation</td> <td>Lionel Rigler</td> <td>Angella Stevens Isaac</td> <td>Implemented policies, procedures and controls; coordinated activities with the Department of Public Works</td> <td>Oct-05</td>	2	Complete	Reinforce existing lien processing policies, procedures and controls to ensure that liens are processed as required for all remediation projects with costs greater than or equal to \$1,000; work with the Department of Public Works to ensure the timely receipt of documentation	Lionel Rigler	Angella Stevens Isaac	Implemented policies, procedures and controls; coordinated activities with the Department of Public Works	Oct-05
		3	Complete	Work with the Corporation Counsel's Office to determine if there is a legal basis for, and the potential cost and benefits of, processing liens after-the-fact on the 108 projects with unprocessed liens	Lionel Rigler	Angella Stevens Ivan Ramos	Determination of legal basis for and cost benefit of processing the 108 liens. Processing liens if deemed appropriate.	Sep-05
		4	Complete	Turn the six projects with remediation costs totaling more than \$161,000 over to the collection agency as required	Lionel Rigler	Angella Stevens	Related remediation costs submitted to the collection agency	Sep-05
		5	Complete	Turn the unsubmitted \$8 million in outstanding remediation project costs over to the collection agency	Lionel Rigler	Angella Stevens	Related remediation costs submitted to the collection agency	Oct-05
		6	Complete	Develop, implement and document policies, procedures and controls to ensure that all receipts are properly recorded in both the Financial Management System and the Remediation Project Database	Lionel Rigler	Angella Stevens Finance - Mike Howell or Chris Johnson	Related policies, procedures and controls developed, implemented and documented	Sep-05
		7	Complete	Develop and implement controls to ensure the accuracy and integrity of the Remediation Project Database and its information	Lionel Rigler	Angella Stevens	Related controls developed and implemented	Oct-05
		8	Complete	Determine if the existing Remediation Project Database can be enhanced to ensure data accuracy and integrity; work with Metro Hartford Information Services to develop or purchase a new application to account for remediation projects, costs liens and reimbursements	Lionel Rigler	Deb Santostefano Angella Stevens	Viability of Remediation Project Database determined; developed or purchased new application if deemed necessary	Dec-05
		9	Complete	Determine the reason outstanding remediation projects and costs were omitted from the Comprehensive Annual Financial Report and make improvements to the Remediation Project Database and/or the ACCESS query to ensure that the reports are accurate in the future	Lionel Rigler	Angella Stevens Deb Santostefano	Determination of reason for omissions; improved database and/or query	Sep-05
		10	Complete	Develop, implement and document policies, procedures and controls to ensure that all remediation projects and related costs are accurately recorded in the Remediation Project Database	Lionel Rigler	Angella Stevens	Related policies, procedures and controls implemented and documented	Oct-05

**Department**  
 Audit Area  
 Audit Report  
 Audit Issue Date  
 Status Date  
 Dept. Head

Area Reviewed	Complete	Department's Agreed Action	Responsibility	Team Members	Deliverable	Original Due Date
Lien Waivers and Reductions	Complete	(Action from the last License and Inspection Review, report # 0301) Determine the feasibility of charging property owners for the costs associated with processing remediation projects and related liens	Lionel Rigler	TBD	Determination of feasibility for charges; implemented charges if deemed feasible	Nov-05
Accounts Receivable	Complete	Work with the Hearing Officer to document policies, procedures and controls relating to the lien protest and cost reduction and waiver process	TBD		Related policies, procedures and controls documented	Oct-05
	Complete	Ensure that lien protest forms that are not completed and filed within the 10 day threshold are denied and not submitted to the Hearing Officer for further processing in the future	Lionel Rigler	TBD	Policy established and Implemented	Oct-05
Remediation Project Vendor Payments	Complete	Review and improve, as required, policies and procedures relating to accounting for, recording and reporting payments	Lionel Rigler	Maria Perez Nettie Starkes	Related policies and procedures reviewed, improved and documented	Oct-05
	Complete	Review all current accounts receivable balances and develop a comprehensive detailed aged summary of balances due	Lionel Rigler	Angelia Stevens Temp employee	Balances reviewed; summary developed	Oct-05
	Complete	Work with Finance Department management to develop and implement a better methodology including related forms and formats for quantifying and reporting accounts receivable balances	Lionel Rigler	Angelia Stevens Finance - Chris Johnson	Methodology, forms and formats developed and implemented	Dec-05
	Complete	Ensure that all future remediation projects are processed in accordance with required guidelines so that they are eligible for CDBG funding where appropriate			Remediation projects processed in accordance with required guidelines for CDBG eligibility	Oct-05
	Complete	Develop procedures and controls to ensure that all remediation costs are either paid out of CCEDA or CDBG funds when eligible in the future or that exceptions are adequately documented			Developed and documented procedures and controls; exceptions properly documented	Oct-05
	Complete	Determine the feasibility of pursuing a reimbursement of the General Fund from CCEDA and/or CDBG for all or a portion of the \$220,000 in remediation costs paid out of the General Fund	Lionel Rigler	John Palmeri Karen Winney Angelia Stevens	Determination of feasibility for reimbursement; reimbursements obtained if deemed feasible	Oct-05
	Complete	Work with the Finance management to ensure that the correct indirect cost factor is used when billing for work performed by City employees	Lionel Rigler	Finance - Mike Howell or Chris Johnson	Implemented cost factor obtained and used	Nov-05

Department	Devel. Services					
Audit Area	L & I (Liens)					
Audit Report	0509					
Audit Issue Date	March 2005					
Status Date	0910 Q2					
Dept. Head	David Panagore					
Area Reviewed	Complete	Department's Agreed Action	Responsibility	Team Members	Deliverable	Original Due Date
Cash Receipt Policies, Procedures and Controls						
21	Complete	Develop, implement and document policies, procedures and controls to ensure that all lien payments are properly recorded in the Remediation Project Database, the cash register and the Financial Management System; restrictively endorse checks immediately upon receipt and ensure that they are deposited in the appropriate bank account	Lionel Rigler	Angella Stevens Maria Perez Nettie Starkes	Related policies, procedures and controls developed and documented; checks timely endorsed and deposited	Nov-05
22	Complete	Ensure that there is an adequate segregation of duties relating to billing and collecting remediation project costs and related cash receipts processing	Lionel Rigler	TBD	Implemented segregation of duties	Nov-05

## Quarter Two Work Plan Summary Report FY 09-10

**Santiago Malave, Chris Wolf, Kathleen Palm Devine and the Pension Administration Unit  
Finance, Human Resources, Treasurer's Office, Pension Administration Unit  
Pension, Payroll Operations  
Report # 502  
Original Report Date- October 2004**

Finance, Human Resources, the Pension Administration and the Treasurer's Office, each responsible for specific deliverables, have fully completed **twenty-four (24)** of the **twenty-seven (27)\*** deliverables cited in Audit Report #502. The following table provides numerical and percentage data on the status of all Audit Report #502 deliverables.

\*the report indicates twenty-eight (28) deliverables, but one, number 15, is repeated making the actual number twenty-seven (27)

Work Plan Deliverable Information	Total Deliverables	Number of Deliverables Completed	Number of Ongoing Deliverables	Percent of Deliverables Completed
Deliverables status as of 9/29/06	27	22	0	81%
Deliverables status as of 12/29/06	27	22	0	81%
Deliverables status as of 3/30/07	27	23	2	85%
Deliverables status as of 6/30/07	27	24	2	89%
Deliverables status as of 9/28/07	27	24	2	89%
Deliverables status as of 12/28/07	27	24	2	89%
Deliverables status as of 3/28/08	27	24	2	89%
Deliverables status as of 6/30/08	27	24	2	89%
Deliverables status as of 9/30/08	27	24	2	89%
Deliverables status as of 12/31/08	27	24	2	89%
Deliverables status as of 3/31/09	27	24*	2	89%
Deliverables status as of 6/30/09	27	24*	2	89%
Deliverables status as of 9/30/09	27	24*	2	89%
Deliverables status as of 12/31/09	27	24*	2	89%

\*Finance Department last reported in Q2 08-09

The Work Plan for Internal Audit Report #502 is attached. All "Area Reviewed" blocks filled with the word "**Complete**" represent deliverables that the departments/organizations have fully completed. All "Area Reviewed" blocks that are blank represent deliverables that are not fully complete.

### Comments/Perspective:

- The responsibility of one (1) open deliverable, #28, needs to be collaboratively addressed by Finance, the Pension Administration Unit and Metro Hartford Information Services.



## **Quality of Life**

Quality of Life

## **QUALITY OF LIFE**

**Report for the Period From 10/1/09 – 12/31/09**

**Department: Police**

<b>Activity</b>	<b>Number</b>	<b>Operating Cost</b>	<b>Fines Collected</b>	<b>Fees Collected</b>
Abandoned Vehicles Removed from City Street	<b>108</b>			
Actions in response to Noise Complaints / Breach of Peace	<b>See attached</b>	Na	Na	Na
Crime statistics by Police District (see attached)	<b>See attached</b>	Na	Na	Na
<b>TOTAL</b>				

Submitted by: Lt. William Schwarz

Date: 1/20/10

# Hartford Police Department

*INCIDENT REPORT*

## Com Court North West District 10/1-12/31/09



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19\* - CRIMES AGAINST THE PUBLIC - 173 Incidents

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18\* - PUBLIC DRUNKENNESS - 64 Incidents

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35\* - MISC. CRIMES AGAINST PROPERTY - 32 Incidents

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25\* - CITY ORDINANCES - 22 Incidents

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08\* - SIMPLE ASSAULT - 16 Incidents

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06\* - LARCENY - 6 Incidents

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16\* - DRUG OFFENSES - 3 Incidents

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13\* - PROSTITUTION - 2 Incidents

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**318 Total Incidents**

# Hartford Police Department

*INCIDENT REPORT*

## Com Court South East District 10/1-12/31/09



19\* - CRIMES AGAINST THE PUBLIC - 117 Incidents

18\* - PUBLIC DRUNKENNESS - 51 Incidents

35\* - MISC. CRIMES AGAINST PROPERTY - 39 Incidents

08\* - SIMPLE ASSAULT - 26 Incidents

25\* - CITY ORDINANCES - 24 Incidents

13\* - PROSTITUTION - 16 Incidents

06\* - LARCENY - 12 Incidents

16\* - DRUG OFFENSES - 4 Incidents

17\* - LIQUOR LAWS - 1 Incidents

24\* - MOTOR VEHICLE LAWS - 1 Incidents

**291 Total Incidents**



# Hartford Police Department

*INCIDENT REPORT*

## Com Court North West District 10/1-12/31/09

19\* - CRIMES AGAINST THE PUBLIC - 249 Incidents

18\* - PUBLIC DRUNKENNESS - 154 Incidents

35\* - MISC. CRIMES AGAINST PROPERTY - 46 Incidents

06\* - LARCENY - 19 Incidents

08\* - SIMPLE ASSAULT - 18 Incidents

25\* - CITY ORDINANCES - 5 Incidents

13\* - PROSTITUTION - 3 Incidents

16\* - DRUG OFFENSES - 1 Incidents

26\* - JUDICIAL OFFENSES - 1 Incidents

**496 Total Incidents**





# Hartford Police Department

EXCEPTION REPORT



## Comm Court Casres by District

<u>District</u>	<u>10/1-12/31/08</u>	<u>10/1-12/31/09</u>	<u>Difference</u>	<u>Percent</u>
1924 - COMM COURT				
SOUTHEAST	162	291	129	79.63%
SOUTHWEST	287	496	209	72.82%
NORTHWEST	82	318	236	287.80%
NORTHEAST	164	606	442	269.51%
<b>Totals</b>	<b>695</b>	<b>1,711</b>	<b>1,016</b>	<b>146.19%</b>
TOTAL				
SOUTHEAST	162	291	129	79.63%
SOUTHWEST	287	496	209	72.82%
NORTHWEST	82	318	236	287.80%
NORTHEAST	164	606	442	269.51%
<b>Totals</b>	<b>695</b>	<b>1,711</b>	<b>1,016</b>	<b>146.19%</b>



# Hartford Police Department

EXCEPTION REPORT



## Noise Incidents to Com Court

<u>Neighborhood</u>	<u>10/1-12/31/08</u>	<u>10/1-12/31/09</u>	<u>Difference</u>	<u>Percent</u>
1923 - EXCESSIVE NOISE				
BLUE HILLS	0	2	2	
NORTH EAST	0	6	6	
NORTH MEADOWS	0	0	0	
WEST END	0	6	6	
UPPER ALBANY	4	0	-4	-100.00%
CLAY-ARSENAL	1	2	1	100.00%
ASYLUM HILL	5	12	7	140.00%
DOWNTOWN	1	3	2	200.00%
FROG HOLLOW	33	18	-15	-45.45%
PARKVILLE	2	3	1	50.00%
SHELDON-CHARTER OAK	0	4	4	
SOUTH GREEN	3	6	3	100.00%
BEHIND THE ROCKS	1	0	-1	-100.00%
SOUTH MEADOWS	0	0	0	
BARRY SQUARE	0	5	5	
SOUTH END	3	5	2	66.67%
SOUTH WEST	0	0	0	
<b>Totals</b>	<b>53</b>	<b>72</b>	<b>19</b>	<b>35.85%</b>

<u>Neighborhood</u>	<u>10/1-12/31/08</u>	<u>10/1-12/31/09</u>	<u>Difference</u>	<u>Percent</u>
TOTAL				
BLUE HILLS	0	2	2	NA
NORTH EAST	0	6	6	NA
NORTH MEADOWS	0	0	0	NA
WEST END	0	6	6	NA
UPPER ALBANY	4	0	-4	-100.00%
CLAY-ARSENAL	1	2	1	100.00%
ASYLUM HILL	5	12	7	140.00%
DOWNTOWN	1	3	2	200.00%
FROG HOLLOW	33	18	-15	-45.45%
PARKVILLE	2	3	1	50.00%
SHELDON-CHARTER OAK	0	4	4	NA
SOUTH GREEN	3	6	3	100.00%
BEHIND THE ROCKS	1	0	-1	-100.00%
SOUTH MEADOWS	0	0	0	NA
BARRY SQUARE	0	5	5	NA
SOUTH END	3	5	2	66.67%
SOUTH WEST	0	0	0	NA
<b>Totals</b>	<b>53</b>	<b>72</b>	<b>19</b>	<b>35.85%</b>



# Hartford Police Department

*INCIDENT REPORT*

## Comm Court North East District 10/1-12/31/09

19\* - CRIMES AGAINST THE PUBLIC - 301 Incidents

18\* - PUBLIC DRUNKENNESS - 109 Incidents

25\* - CITY ORDINANCES - 109 Incidents

35\* - MISC. CRIMES AGAINST PROPERTY - 36 Incidents

08\* - SIMPLE ASSAULT - 31 Incidents

06\* - LARCENY - 7 Incidents

16\* - DRUG OFFENSES - 7 Incidents

10\* - FRAUD/EMBEZZLEMENT/EXTORTION - 1 Incidents

13\* - PROSTITUTION - 1 Incidents

23\* - DRIVING LAWS - 1 Incidents

24\* - MOTOR VEHICLE LAWS - 1 Incidents

26\* - JUDICIAL OFFENSES - 1 Incidents

27\* - INVESTIGATIONS - 1 Incidents

**606 Total Incidents**



## QUALITY OF LIFE

**Report for the Period From October 1, 2009 To December 31, 2009**

### **Knox Parks Foundation – Anti-Graffiti Program**

Graffiti Removal	Number of locations	Number of hours	Total Cost
October 2009	13	54	1890.00
November 2009	16	77	2695.00
December 2009	23	94	3290.00
<b>TOTAL</b>	52	225	\$7875.00

Submitted by: Knox Parks Foundation

Date: January 15, 2010

# QUALITY OF LIFE - Report for the Period from October 1, 2009 – December 31, 2009

## Department: Development Services

	Activity	Numbers	Cost	Fines Collected	Fees/Cost Collected	Violations Corrected Within 45 days	Violations Corrected >45 days	Violations Outstanding
Rodent Inspections	Complaint-generated Rodent Inspections	93		X	X			
	Inspector-initiated Rodent Inspections	46		X	X			
	Rodent baiting	85		X	X			
Building Code	Building Inspections conducted	845		X				
	Notice of violation(s) issued as the result of Building Inspections	143		X	X			
	Number of Housing Code Inspections	1,459		X	X			
Housing Code	Notice of violation(s) issued as the result of Housing Code Inspections	216		X	X			
	Vacant, blighted properties secured by L&I (this quarter's #'s includes occupied properties)	26	\$11,585.00	X	X			
	Amount billed for securing/ cleaning private property/emergency repairs.	43	\$138,023.96	X	X			
Lien Process	Amount collected from securing/ cleaning private property/emergency repairs.	13		X	\$ 6,135.94			
	Number of cases referred to Housing Court	7		X	X			
	Housing Court cases – their disposition:							
Zoning Enforcement	* Case continued	15		X	X			
	* Owner complies	0						
	* Owner fined	0						
	Zoning ordinance violations issued	150		X	X			
	<b>TOTAL</b>	3,141		X				

Submitted by: David B. Panagore

## QUALITY OF LIFE

Report for the Period From: October 1, 2009 to December 31, 2009

Department: Health and Human Services

Activity	Number	Operating Cost	Fines *Collected	Fees Collected	Violations Corrected	Violations Outstanding
Commercial properties surveyed/inspected for cleanliness **	<b>580</b>	<b>Not Available</b>				
Written Notice of Violations/citations issued as the result of inspections for cleanliness (After owner fails to comply)	<b>90</b>	<b>Not Available</b>	<b>\$5,148</b>	<b>Not Available</b>	<b>84</b>	<b>392</b>
Interviews/Cases referred to Community Court	<b>1039</b>	<b>Not Available</b>		<b>0</b>	<b>0</b>	
<b>TOTAL</b>				<b>\$0</b>	<b>0</b>	<b>84</b>
				<b>Not Available</b>		<b>392</b>

Submitted by: Carlos Rivera, Director of Department of Health & Human Services Date: February 18, 2010

\* Fines are assessed. Do not have figures for fines collected.

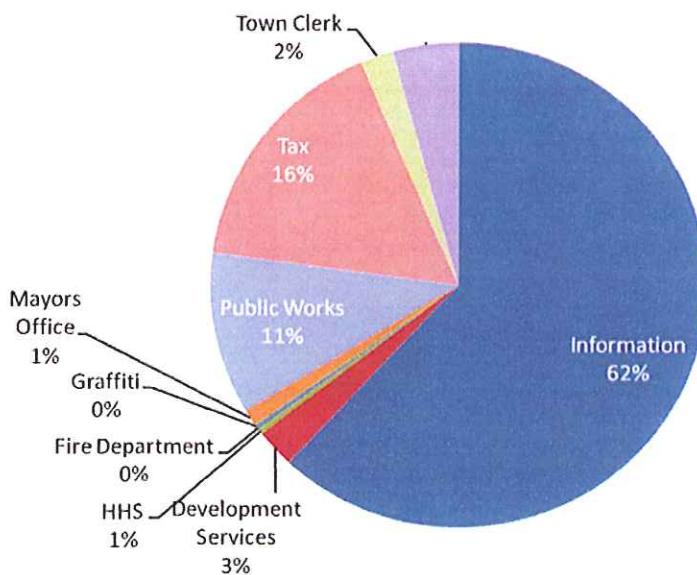
\*\* These inspections include commercial and residential properties. Breakdown is not available. Also does not include reviews done in connection with food establishment inspections.

### 3-1-1 Performance Analysis Q2 FY 09-10

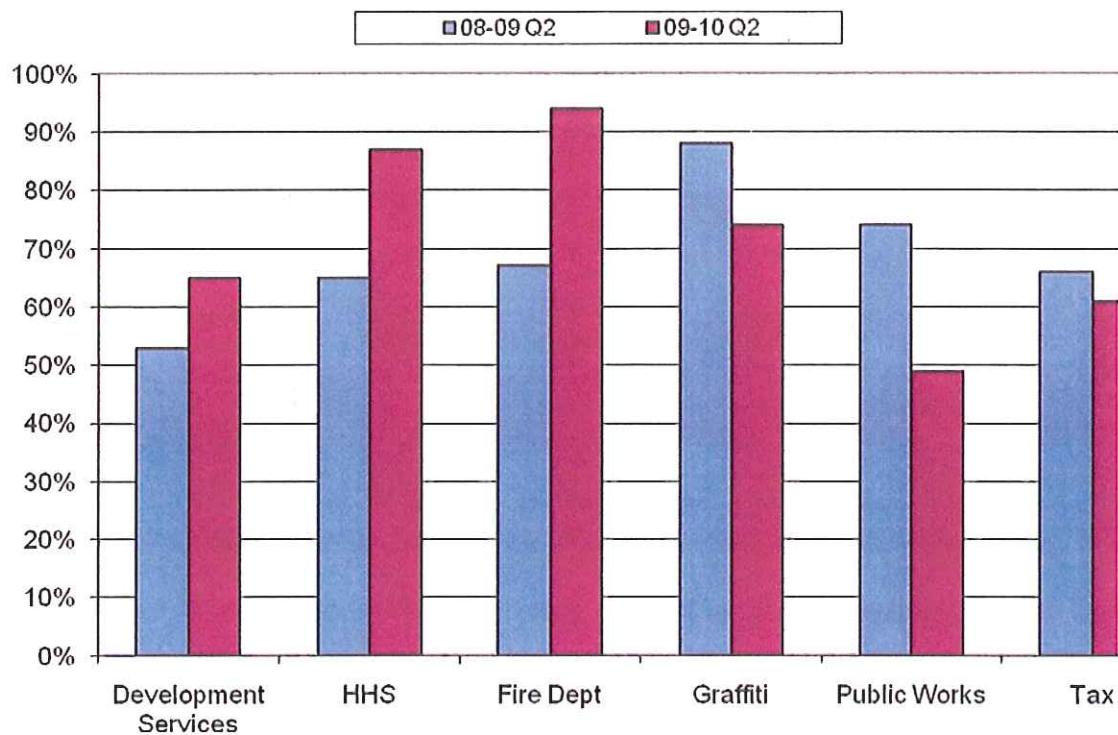
The 3-1-1 Call Center is a division of the Office of the Mayor. It is managed by the Chief of Staff and works closely with the division of Constituent Services. 3-1-1 Staff endeavors to answer questions and, when required, create "cases" to be resolved by city departments. In some more complicated situations, the staff of Constituent Services intervenes to assist in case resolution. There are 4 full-time employees (1 supervisor and 3 Constituent Service Representatives) and 2 part-time employees in the Call Center, supported by Mayor's Office Staff during times of heavy call volume.

FY 09-10	OCT	NOV	DEC	Averages Qtr 2
Calls Answered	7594	6662	6374	6877
311 English	68%	70%	67%	68%
311 Spanish	5%	5%	4%	5%
Tax Overflow	27%	25%	29%	27%
Average Calls Answered per Day	361	333	334	343
Average Service Level	96%	95%	95%	95%
Peak Day Volume	394 (10/13/09)	363 (11/2/09)	270 (12/21/09)	
First Call Resolution	88%	86%	83%	86%
# of Calls Delayed in Queue (All Agents Busy)	17%	4%	10%	10%
Of Those, Average Hold Time (seconds)	51	59	42	51
Average Call Length (seconds)	104	98	101	101

**311 Interactions by Department Q2 FY 2009-2010**

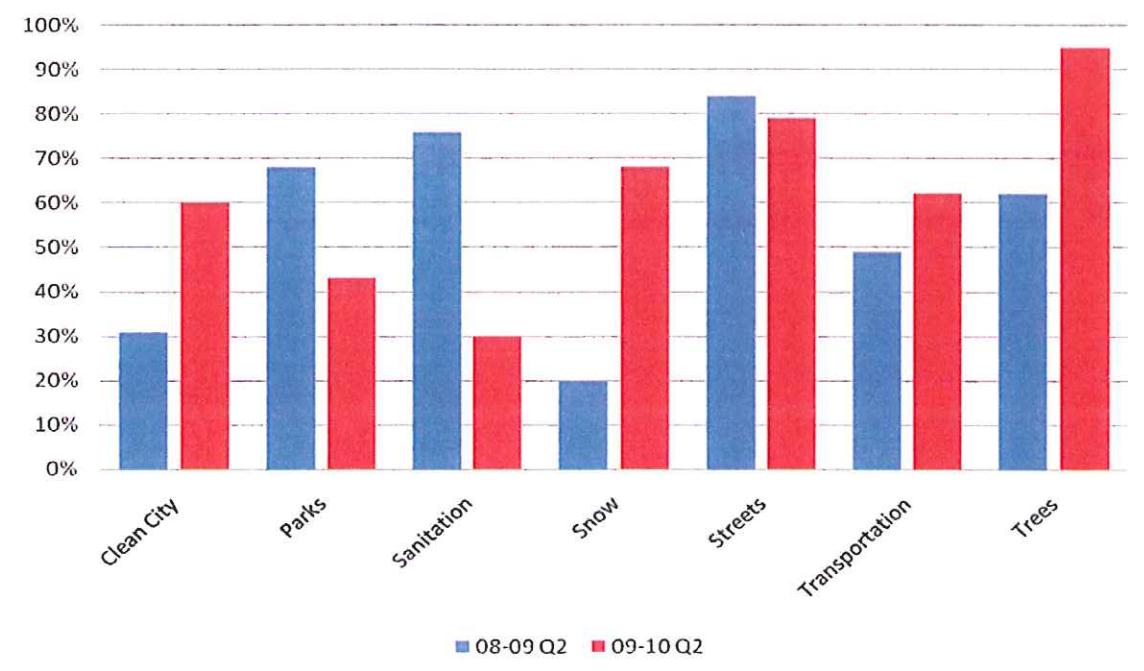


### Service Level Agreement Compliance Comparison



There was a significant decrease in the year-to-year service level compliance comparison in graffiti complaints and public works-related complaints. The chart below further examines the breakdown of service level compliance in public works. Management is closely monitoring this situation.

### DPW Service Level Comparison by Division



## **Non-Financial Resolutions**

Item Number	Council Sponsors	Non-Financial Resolution Summary	Assigned	Comments
1	AW-1	RESOLVED, That the Human Relations Department provide quarterly summaries of Police Civilian Complaints.	L. Ruiz	In process of developing an automated report with assistance of MHIS
2	AW-2	RESOLVED, That the Human Relations Department provide quarterly reports of Equal Employment Opportunity (EEO) Complaints.	L. Ruiz	In process of developing an automated report with assistance of MHIS
3	AW-3	RESOLVED, That the Finance Department /Assessment Division explore ways for residents to pay property taxes monthly.	C. Wolf	In process.
4	B-1	RESOLVED, That the Court of Common Council requests that the Mayor reflect in the 2009-2010 Budget an adjustment that would correct an otherwise \$300,000 decrease to Hartford Parking Authority (HPA) by offsetting this with up to \$300,000 in revenue that the HPA Director projected as additional revenue for the upcoming year.	C. Wolf	Completed during the FY 2009-2010 budget process.
5	B-2	RESOLVED, That the Court of Common Council requests that the Mayor reflect in the 2009-2010 Budget a line item for Federal Stimulus Funds of \$1,500,000.	C. Wolf	Completed during the FY 2009-2010 budget process.
6	B-4	RESOLVED, That the Court of Common Council requests that the Mayor reflect in the 2009-2010 Budget that the Intergovernmental Revenues is based on the original fund allocations of \$2,500,000 made in the Governor's proposed budget for Mashantucket-Pequot and PILOT funds.	C. Wolf	Completed during the FY 2009-2010 budget process.
7	B-5	RESOLVED, That by the end of the first quarter of the 2009-2010 Fiscal Year, a report be made by Management and Budget working with independent Audit commission, which identifies where the \$1 Million in projected savings established by the Internal Auditor will be applied in the 2009-2010 Budget.	R. Galarza	In process.
8	B-6	RESOLVED, That the Court of Common Council requests that the Mayor reflect in the 2009-2010 Budget an increase of \$3,000,000 in tax collections primarily for personal property taxes.	C. Wolf	Completed during the FY 2009-2010 budget process.
9	B-7	RESOLVED, That the Department of Public Works research the viability of harvesting lumber in City parks in order to generate \$40,000 in revenue.	K. Burnham	In process.
10	B-8	RESOLVED, That by the end of the First Quarter of the 2009-2010 Fiscal Year a report be made by Management and Budget about what, if any, funds should be reimbursed to the City from the Hartford Parking Authority relative to expenses incurred by Corporation Counsel and/or other City departments.	R. Galarza	The Hartford Parking Authority transfers all revenue collected from the parking system net of operating and mandated expenses back to the City annually.
11	B-9	RESOLVED, That any savings from energy investments and/or conservation at the Hartford Public Schools be accounted and reported in the City of Hartford Budget as savings to the 2009-2010 Budget.	J. Keaney	Recovery (Stimulus) Act Energy Efficiency & Conservation Block Grant funds have been awarded and progress on energy initiatives and energy saving will begin being reported in the second quarter.
12	B-10	RESOLVED, That a Task Force of the Recreation Department, Office of Youth Services, Department of Public Works, Hartford Board of Education, Health and Human Services Department and other entities be developed for the purposes of considering reorganization of the recreation services to better serve youth and families in the City of Hartford. A report with recommendations should be made to the Court of Common Councils in the 3rd Quarter of the 2009-2010 Fiscal Year.	D. Panagore	In process.
13	B-11	RESOLVED, That the Hartford Public Library Board provide quarterly reports regarding their strategic plan development, including specific reference to the Board's review of strategies related to strengthening adult literacy.	M. Poland	In process.
14	D-1	RESOLVED, That the Court of Common Council request examination of the possibility of fee-based services to non-taxed entities; and be it further RESOLVED, That if it is within legal realm to charge for Fire and Protection Services to non-taxed entities including State Government and agencies, churches, and tax-exempt educational, health, and non-profit institutions, with said entities to offered hearings and notified of fees.	C. Wolf	In process.

Item Number	Council Sponsors	Non-Financial Resolution Summary	Assigned	Comments
15	D-2	RESOLVED, That the Court of Common Council asks from the Mayor's Office and the Departments of Finance and of Human Resources a complete history (extending backwards through past five years to present) of texts of Requests for Proposals (RFPs) for managing and monitoring of Hartford's (including Municipal, Board of Education, and Hartford Public Library) Health Benefits Programs (including pharmaceuticals, medical services and equipment, and data and administrative functions); original means of distribution of those RFPs; queries and responses to them including proposed scope of work and fees; criteria for selection of bids; and ensuing final selections and agreements. Specifically include final contracts including scope of work and fee schedules for Anthem/Blue Cross Blue Shield, AON, and any other contracted entities involved with the City's Health Benefit Programs, as well as related reports, analyses, recommendations, e-mails, and audits provided by or to any City Officials.	C. Wolf & S. Malave	In process.
16	D-3	RESOLVED, That access with security codes for the MUNIS System be given to the Court of Common Council and staff, and be it further RESOLVED, That training manuals and sessions for the MUNIS System be given to Court of Common Council and staff as well as help line access.	C. Wolf	In process.
17	W-1	RESOLVED, That the Mayor provide to the Court of Common Council a list of all City owned vehicles and their location when not conducting City business, specifically where these vehicles are parked when they are not on City property.	K. Burnham	In process.
18	W-3	RESOLVED, That the Department of Development Services send the Court of Common Council a monthly report on the expectation of the response time for 311 from the Mayor's Recommended Fiscal Year 2009-2010 Budget.	D. Panagore & S. McMullen	In process. SLA's have been established.
19	W-4	RESOLVED, That the Director of Human Resources report to the Court of Common Council a list of City employees receiving Annual Ethics Awareness and Sexual Harassment Training every year in the month of August starting August 2009.	S. Malave	In process.
20	W-5	RESOLVED, That the Mayor, through the City's Labor and Workforce Development Committee set up parameters and monitor the Arts Stimulus funds to ensure 75% of jobs created lead to employment of Hartford residents.	D. Panagore	In process.
21	W-7	RESOLVED, That the Mayor as Chief Lobbyist for the City of Hartford convene conversations with the State of Connecticut Legislators to urge them to create reciprocity for teachers willing to relocate from any State in the Nation to the City of Hartford for the purpose of teaching in the Hartford Public School System to encourage better learning outcomes in our local schools.	D. Panagore & S. McMullen	In process.
22	W-9	RESOLVED, That the Mayor have placed a suggestion box near the Customer Service Station so that residents can place suggestions in it to express how the City might improve service to them starting in the month of August 2009.	D. Panagore & S. McMullen	In process.

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